

COVID-19 Vaccine Provider Webinar

February 9, 2021



TEXAS
Health and Human
Services

Texas Department of State
Health Services

DISCLAIMER

The information presented today is based on recent guidance and MAY change.

February 9, 2021



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Agenda

1. Requesting Second Dose Allocations
2. VAOS Reminders and FAQ's
3. Provider Resources



Texas Department of State
Health Services

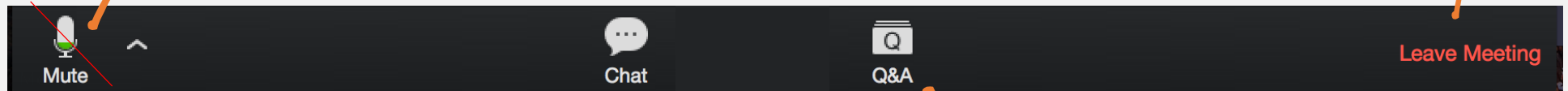
Today's webinar presentation and recording will be available on the
[COVID-19 Vaccine Management Resources page](#)

Zoom Guidance

New to Zoom? Have a question? Here's a quick guide:

You will be automatically muted during this webinar.

Need to go? Click Leave Meeting to exit the webinar.



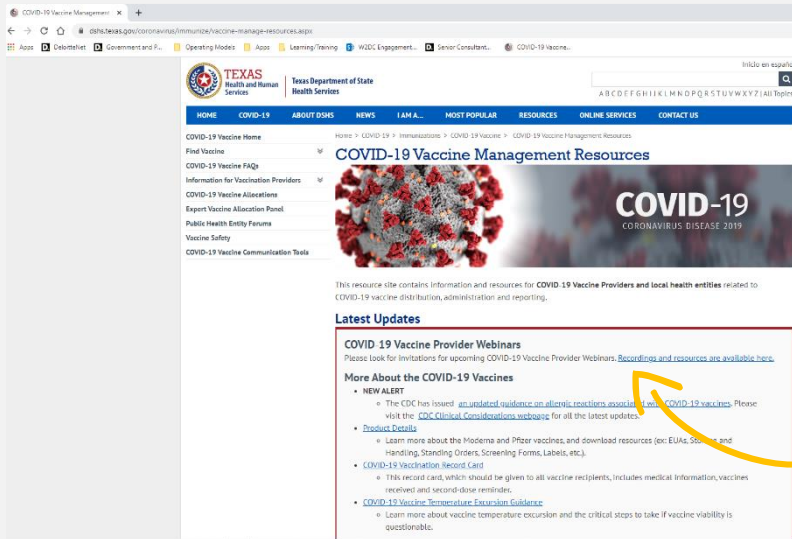
The "chat" feature will be turned off for attendees in this Webinar.

Have a question? Type a question to the host and panelists using the Q&A box!



Texas Department of State
Health Services

How to access this webinar after viewing



To access this webinar after the presentation, please visit the Provider Vaccine Management Website or refer to your follow up email.

COVID-19 Vaccine Providers,

Thank you for those who were able to attend the 2/2 COVID-19 Vaccine Provider Webinar. You can find a recording and presentation materials from this webinar [here](#).

Today's webinar covered...

- Requesting Allocations
- VAOS Refreshers and Frequently Asked Questions
- A live Q&A with DSHS Subject Matter Experts



Be sure and join future webinars to learn more about the new features and how you can use them as a COVID-19 Vaccine Provider.

Requesting Allocations in VAOS

Requesting Allocations: The Basics

When you're ready to submit an allocation request, remember the following:

- You should only request allocations for a **quantity of doses that you can administer** to your patient population **in a one-week period**.
- When you request allocations, you **can request ancillary supplies**.
- When you request allocations, you can indicate whether you want the CDC to direct the public to your facility as a COVID-19 Vaccine Provider on **CDC Vaccine Finder**.
- Providers **do not need to accept requested allocations** in VAOS.
- Submitted allocation requests inform allocation decisions, but **do not guarantee that you will receive an allocation for your requested doses** due to continued supply limits.

Submit Dose Allocation Request in VAOS

Before submitting dose allocation requests in VAOS, make sure you have this information ready:

- Type of vaccine requested (Moderna, Pfizer)
 - ✓ If Pfizer, do you need dry ice?
 - ✓ If Moderna, do you have available refrigerator storage for the requested amount?
- Number of **doses** requested
- Ancillary supplies requested
- Populations you plan to vaccinate with this allocation
- If you want to be available on CDC Vaccine Finder

Submitted allocation requests inform allocation decisions, but **do not guarantee that you will receive an allocation for your requested doses** due to continued supply limits.

Beginning January 18th, Providers need to request second dose allocations. **Providers will not automatically receive second dose allocations** because they received a first dose.

Requesting Allocations Timeline Considerations

- First dose requests should be submitted weekly in VAOS.
- Second dose requests **must be submitted as per the schedule** (schedule slides to follow)
- Second dose allocations are ***not automatically shipped to providers*** and must be requested.
- While we *cannot guarantee* that all allocation requests will be fulfilled due to continued supply limits, **DSHS will prioritize second dose order requests for providers.**
- **If you place your 2nd dose request earlier than scheduled, the request will not be filled.** You will need to resubmit the request during the correct week depending on when you received your first dose allocations and the brand of vaccine being ordered. ***Please refer to the schedule in the following slides to determine the correct week to place your second dose allocation requests.***
- DSHS will send a ***reminder email*** to vaccine coordinators for requesting second dose allocations on time. The email will come from COVID19VacShipments@dshs.texas.gov.

Illustrative Lifecycle for Requesting Allocations

Monday	Tuesday	Wednesday	Thursday	Friday
Week 1 Submit first dose allocation requests in VAOS by Thursday 5 PM			Deadline to submit weekly request	
Week 2		<i>Providers receive first dose allocation notification (Wed – Fri)</i> <i>Providers receive shipment notification (Thurs – Fri)</i>		Hub site Moderna orders delivered
Week 3 Provider Moderna orders delivered Hub site Pfizer orders delivered	Provider Pfizer orders delivered	Begin administering First Doses (Pfizer or Moderna)		
Week 4 Submit allocation request for Pfizer Second Dose by Thursday 5 PM				
Week 5 Submit allocation request for Moderna Second Dose by Thursday 5 PM		<i>Providers receive second dose Pfizer allocation notification (Wed – Fri)</i>	<i>Providers receive shipment notification (Thurs – Fri)</i>	
Week 6 Second Dose of Pfizer shipment received (Hub)	Second Dose of Pfizer shipment received (Provider)	Begin Pfizer Second Dose administration (Day 21)	<i>Providers receive shipment notification (Thurs – Fri)</i> <i>Providers receive second dose Moderna allocation notification (Wed – Fri)</i>	Second Dose of Moderna shipment received (Hub)
Week 7 Second Dose of Moderna shipment received (Provider)		Begin Moderna Second Dose administration (Day 28)		

Illustrative Lifecycle for Requesting Allocations – Pfizer

Monday	Tuesday	Wednesday	Thursday	Friday
Week 1 Submit first dose allocation requests in VAOS by Thursday 5 PM			Deadline to submit weekly request	
Week 2		<i>Providers receive first dose allocation notification (Wed – Fri)</i> <i>Providers receive shipment notification (Thurs –Fri)</i>		
Week 3 Hub site Pfizer orders delivered	Provider Pfizer orders delivered	Begin administering First Doses		
Week 4 Submit allocation request for Pfizer Second Dose by Thursday 5 PM				
Week 5		<i>Providers receive second dose Pfizer allocation notification (Wed – Fri)</i> <i>Providers receive shipment notification (Thurs –Fri)</i>		
Week 6 Second Dose of Pfizer shipment received (Hub)	Second Dose of Pfizer shipment received (Provider)	Begin Pfizer Second Dose administration (<i>Day 21</i>)		

Illustrative Lifecycle for Requesting Allocations - Moderna

Monday	Tuesday	Wednesday	Thursday	Friday
Week 1 Submit first dose allocation requests in VAOS by Thursday 5 PM			Deadline to submit weekly request	
Week 2				Hub site Moderna orders delivered <i>Providers receive first dose allocation notification (Wed – Fri)</i> <i>Providers receive shipment notification (Thurs –Fri)</i>
Week 3 Provider Moderna orders delivered		Begin administering First Doses		
Week 4				
Week 5 Submit allocation request for Moderna Second Dose by Thursday 5 PM				
Week 6				Second Dose of Moderna shipment received (Hub) <i>Providers receive second dose Moderna allocation notification (Wed – Fri)</i> <i>Providers receive shipment notification (Thurs –Fri)</i>
Week 7 Second Dose of Moderna shipment received (Provider)		Begin Moderna Second Dose administration (<i>Day 28</i>)		

Requesting Allocations: Pfizer Example

Provider A requests First dose allocations of Pfizer vaccine on Thursday, February 11th by 5 PM CT...

- Provider A will receive a **first dose allocation notification** between Wednesday, February 17th and Friday, February 19th.
- Provider A will also receive a **first dose shipment notification** between Thursday, February 18th, and Friday, February 19th.
- Provider A will receive a **delivery of first dose allocations** on Tuesday, February 23rd, and begin administering doses on Wednesday, February 24th.
- Provider A should **submit a second dose allocation request** from Monday, March 1st through Thursday, March 4th at 5:00 PM CT.
- Provider A will receive a **second dose allocation notification** between Wednesday, March 10th and Friday, March 12th.
- Provider A will receive a **second dose shipment notification** between Thursday, March 11th, and Friday March 12th.
- Provider A will receive a **delivery of second dose allocations** on Tuesday, March 16th.

Requesting Allocations: Moderna Example

Provider B requests First dose allocations of Moderna vaccine on Thursday, February 11th by 5 PM CT...

- Provider B will receive a **first dose allocation notification** between Wednesday, February 17th and Friday, February 19th.
- Provider B will also receive a **first dose shipment notification** between Thursday, February 18th, and Friday, February 19th.
- Provider B will receive a **delivery of first dose allocations** on Monday, February 22nd, and begin administering doses on Wednesday, February 24th.
- Provider B should submit a **second dose allocation request** from Monday, March 8th through Thursday, March 11th at 5:00 PM CT.
- Provider B will receive a **second dose allocation notification** between Wednesday, March 17th and Friday, March 19th.
- Provider B will receive a **second dose shipment notification** between Thursday, March 18th, and Friday March 19th.
- Provider B will receive a **delivery of second dose allocations** on Monday, March 22nd.

Requesting Allocations By the Numbers

1 Week after receiving your first dose allocation of the **Pfizer** vaccine, you should request your second dose allocation.

2 Weeks after receiving your first dose allocation of the **Moderna** vaccine you should request your second dose allocation.

2 Weeks after placing your second dose allocation requests, you will receive the delivery of your second dose allocation if approved.

Mailboxes for Common Questions

- **VAOS login/ access questions:** COVID19VacMgmt@dshs.Texas.gov
 - Include provider name, org code, and primary and backup vaccine coordinator names and email addresses in message
- **VAOS order status questions:** COVID19VacShipments@dshs.texas.gov
 - Include provider name, org code, and allocation request number
- **VAOS shipping questions:** COVID19VacShipments@dshs.texas.gov
 - Include provider name, org code, and shipment number in message
- **Updating vaccine coordinator contact information:** COVID19VacEnroll@dshs.texas.gov
 - Please include current and new vaccine coordinator name and email address
- **Vaccine administration questions:** COVID19VacEnroll@dshs.texas.gov

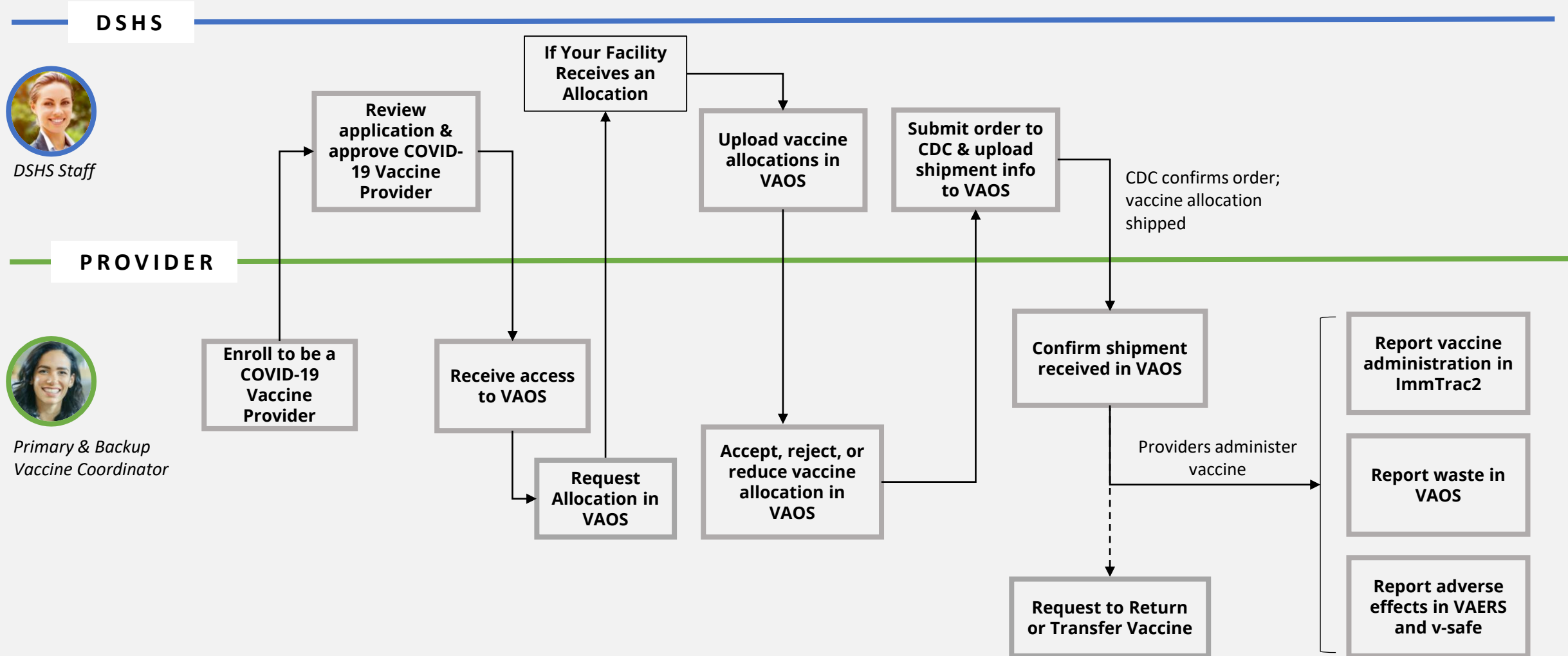
COVID-19 Provider Support

Category	COVID-19 Vaccine Provider Enrollment, Vaccine Information, and Safety Reporting	Vaccine Allocation & Ordering System (VAOS)	COVID-19 Vaccine Distribution	Reporting for COVID-19 Vaccines	General COVID-19 Inquiries
Sample questions	<ul style="list-style-type: none"> How to become a COVID-19 Vaccine Provider In-progress applications Updating information in Provider Enrollment accounts Waste disposal/return COVID-19 vaccine safety Storage & handling Administration of vaccine Vaccine distribution Reporting adverse events to VAERS 	<ul style="list-style-type: none"> Who has access to VAOS "How to" questions about completing a task or process in VAOS VAOS or Tableau dashboards Tuesday/Thursday Provider Webinars 	<ul style="list-style-type: none"> Tracking shipments Allocations Hub requests Vaccine transfers/returns 	<ul style="list-style-type: none"> Reporting to ImmTrac2 via online web application Reporting to ImmTrac2 via data exchange Reporting to TDEM 	<ul style="list-style-type: none"> COVID-19 testing COVID-19 prevention and quarantine COVID-19 vaccine, general information When/where can I get vaccine?
Support Channel	Provider Help Desk (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: COVID19VacEnroll@dshs.texas.gov	Vaccine Management Mailbox: COVID19VacMgmt@dshs.texas.gov	Vaccine Shipments: COVID19VacShipments@dshs.texas.gov	ImmTrac2 Web app: : ImmTrac2@dshs.texas.gov Data Exchange: ImmTracMU@dshs.texas.gov TDEM/ TMD Call Center: vaccine@tdem.texas.gov	Texas 2-1-1 (Option 6) (877) 570-9779, 8 a.m. to 5 p.m., Monday through Friday Saturday 8am – 3pm, Sunday 8am – 1pm or Email: CoronaVirus@dshs.texas.gov

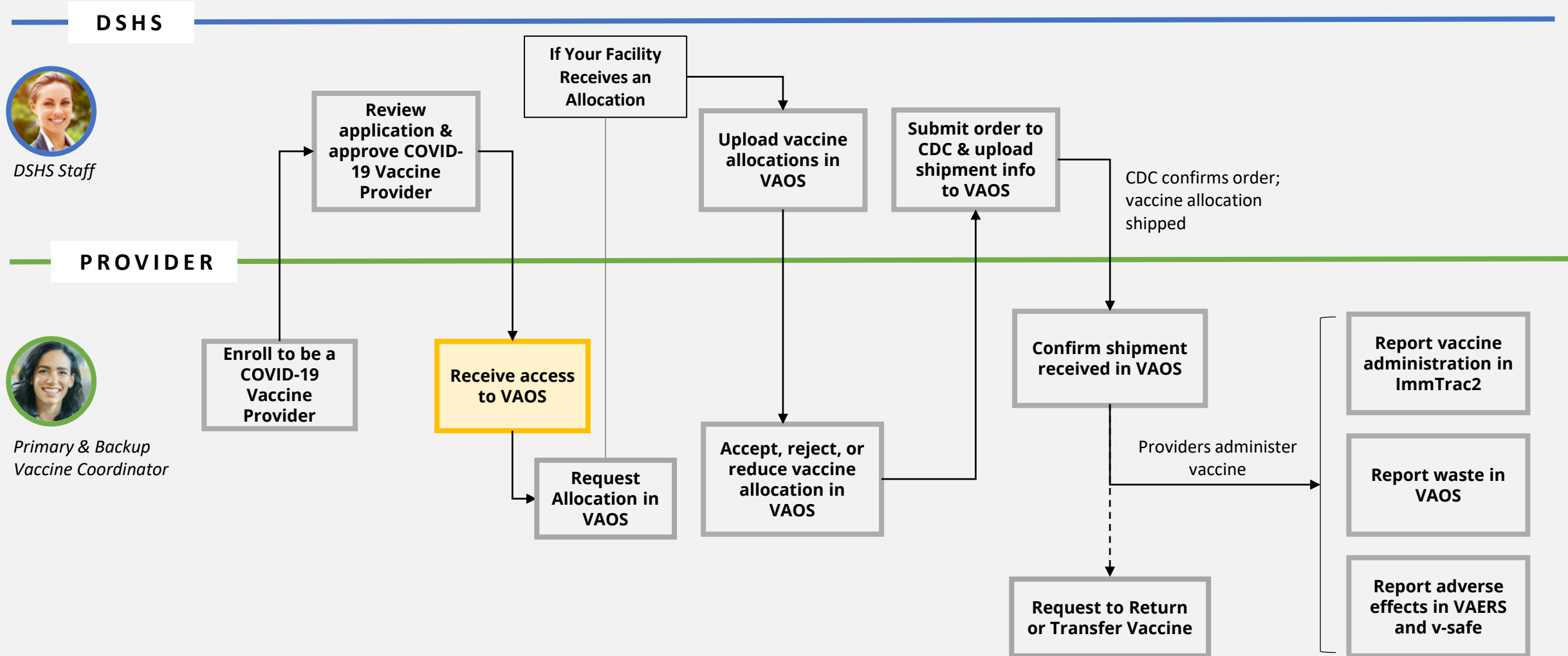
Poll: Providers should submit a second dose allocation request immediately after receiving their first dose allocation shipment.

VAOS Reminders & FAQs

COVID-19 Vaccine Provider Milestones



COVID-19 Vaccine Provider Milestones



Receive Access to VAOS

Did you know...?

Only **2 people per facility** receive access to VAOS– the **primary & backup vaccine coordinators**.



Primary Vaccine Coordinator



Backup Vaccine Coordinator

You provided information for the primary & backup vaccine coordinator during the enrollment process.

The screenshot shows the 'PANDEMIC PROVIDER ENROLLMENT' form. The 'Pandemic Vaccine Coordinators' section is highlighted with a red box. It contains two sub-sections: 'Primary Vaccine Coordinator' and 'Backup Vaccine Coordinator'. Each sub-section has fields for *Last Name, *First Name, MI, *Telephone, *Email, and Degree/Credentials. The 'Save & Continue' and 'Save & Exit' buttons are visible at the bottom right of the form.

Did you know...?

You can **change who has access** to VAOS for your facility.



NEW Primary Vaccine Coordinator



NEW Backup Vaccine Coordinator

If you would like to designate a different person to have access to VAOS for your facility contact the **DSHS COVID-19 Vaccine Provider Help Desk** at:

(877) 835-7750, 8 a.m. to 5 p.m., Monday-Friday

COVID19VacEnroll@dshs.Texas.gov

Receive Access to VAOs

Did you know...?

Providers access VAOs via the **HHS Enterprise Portal**.

To access VAOs, Providers should sign in at

<https://texasvaccines.dshs.Texas.gov>.

This site may direct you to the HHS Enterprise Portal (below). Use your VAOs credentials to sign in here.



Sign In

Username

Password

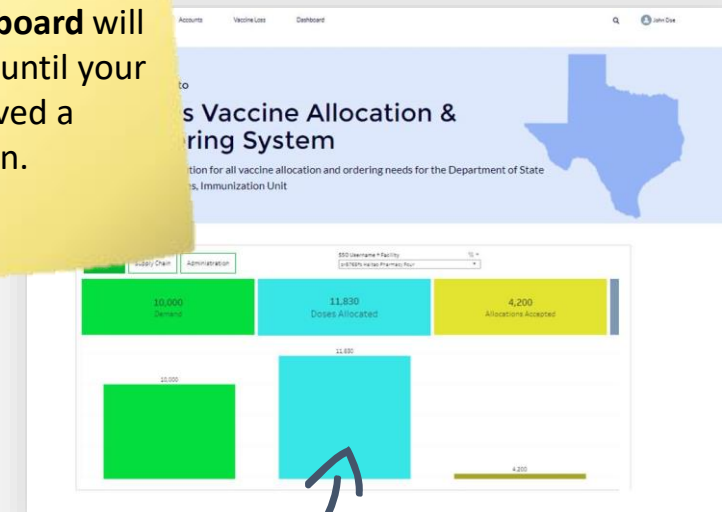
Sign In

[Forgot Username?](#)

[Forgot Password?](#)

Did you know...?

Your **VAOS dashboard** will not display data until your facility has received a vaccine allocation.



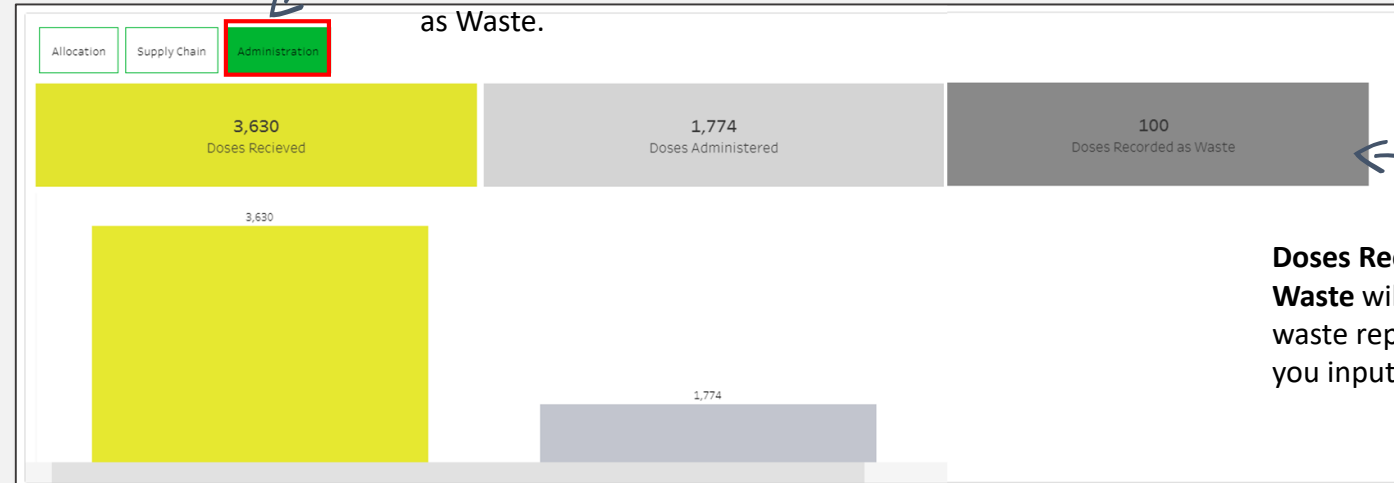
If your dashboard looks empty– don't panic!
Your VAOs dashboard **will not display data until your facility has received a vaccine allocation.**

Receive Access to VAOS

Did you know...?

COVID-19 Vaccine Providers may experience a **delay of up to three days** (or longer, based on how you report) between when they report vaccine administration in ImmTrac2 and when that information is reflected on the VAOS dashboard.

On the **Administration** tab, you can view Doses Received, Doses Administered, and Doses Recorded as Waste.



Doses Recorded as Waste will reflect the waste reports that you input into VAOS.



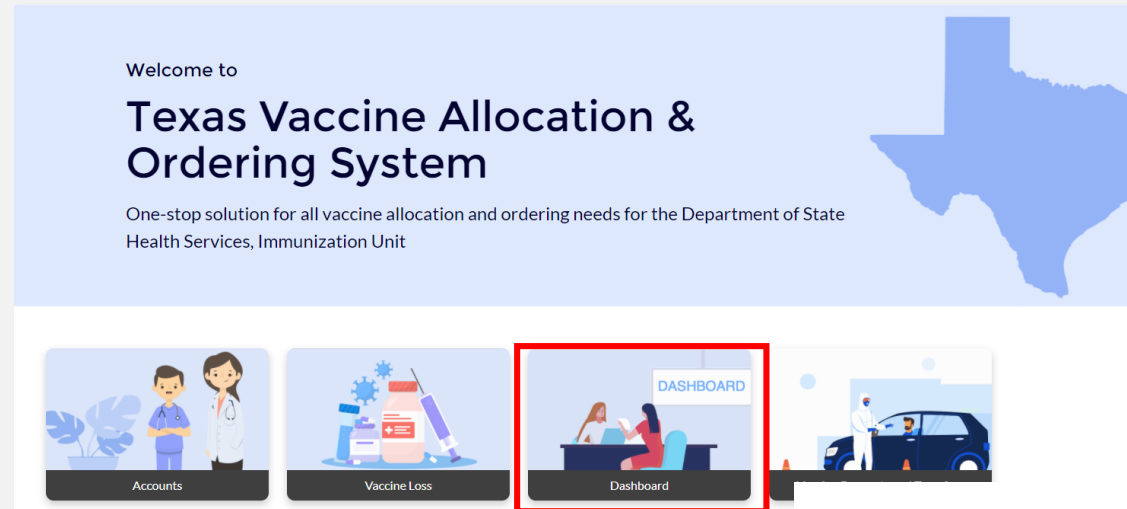
Quantity on Hand is based on Doses Received and Doses Administered.

This delay may affect the data you see for ***Doses Administered*** and ***Quantity on Hand***.

Receive Access to VAOS: VAOS Provider Dashboard

Did you know...?

You can view dashboards from multiple facilities on the "Allocations" dashboard.



SSO Username + Facility

00278473 AutomationRKXLV AKYZO



(All)

00278473 AutomationRKXLV AKYZO

00540727 AutomationDBFWP BPAZO

00649640 AutomationWHVRT WONUT

01153138 2020jkim test

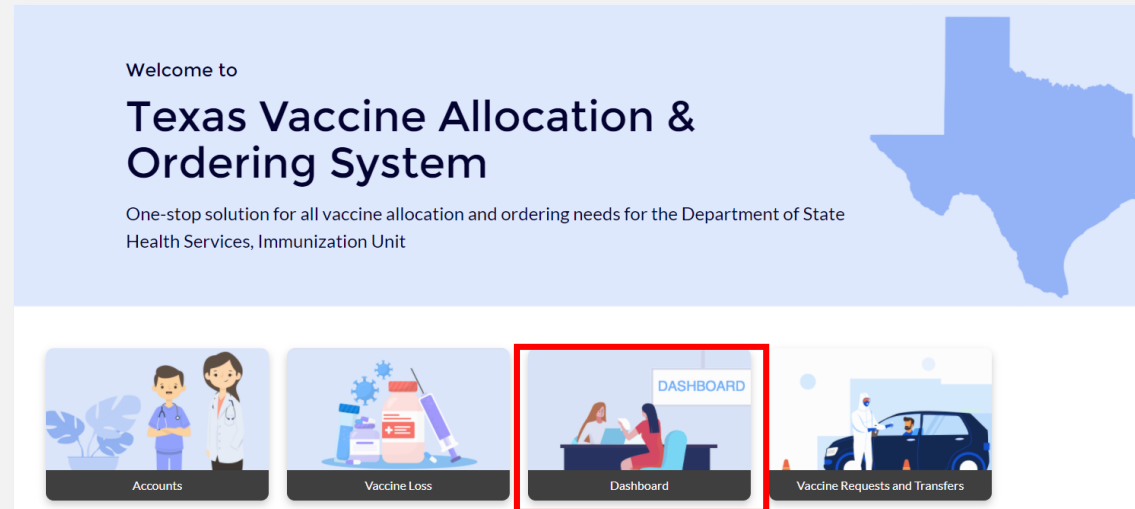
01955238 Virginia 123

If you are the primary or backup vaccine coordinator for multiple facilities, you can toggle between dashboards on the "SSO Username + Facility" dropdown menu.

Receive Access to VAOS: VAOS Provider Dashboard

Did you know...?

The data in the Tableau **Provider Dashboard** refreshes nightly, so you may not see updated data, such as allocations received until the next day.



300

Doses Allocated



Nightly refresh

600

Doses Allocated

Receive Access to VAOS: VAOS Provider Dashboard

Did you know...?

If you're logging into the Provider Dashboard, you must log out of any other Tableau account before inputting your login information.

You will receive the “Resource not found” error if you try to log into your Provider Dashboard without **first signing out of other Tableau accounts**.



Sign in to Tableau Server

The screenshot shows the Texas Vaccine Allocation & Ordering System (VAOS) Provider Dashboard. The header includes the Texas Department of State Health Services logo and navigation links: Home, Accounts, Vaccine Loss, Dashboard, and Vaccine Requests and Transfers. A search icon and the user name 'alexandria.wagner' are also visible. The main content area has a light blue background with a map of Texas on the right. The text reads: 'Welcome to Texas Vaccine Allocation & Ordering System. One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit.' Below this, a white box contains the error message: 'Resource not found. Please check the URL and try again.' A yellow arrow points from the text in the bottom left to this error box.

Receive Access to VAOS

Did you know...?

You should **login to ImmTrac2 ASAP** after receiving VAOS access. If you don't, you will lose your VAOS and ImmTrac2 access in 120 days.

- **You MUST login to ImmTrac2 to avoid being disassociated by the system for inactivity.**
- If ImmTrac2 users do not login immediately or have gone 365 days since your last login, ***you will not be able to login to ImmTrac2 or VAOS.***
- Log into ImmTrac2 [here](#).
- For information about logging into ImmTrac2, email: ImmTrac2@dshs.texas.gov

The screenshot shows the ImmTrac2 login interface. On the left is a blue sidebar with the 'Production' environment label and login fields for Org Code, Username, and Password, along with a 'Login' button and links for 'Forgot Username?' and 'Forgot Password?'. The main content area has a header with the Texas Department of State Health Services logo and the 'ImmTrac2 Texas Immunization Registry' title. Below the header is a navigation bar with links for HOME, FORMS, REGISTRATION, and USER TRAINING. A 'Hot Topics' section features a link to 'ImmTrac2 Support During COVID-19 Response' with a 'Posted on 03/17/2020' date. The footer contains copyright information for 1999-2020.

Production

Org Code:

Username:

Password:

Login

DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.

Forgot Username?

Forgot Password?

TEXAS Health and Human Services | Texas Department of State Health Services

ImmTrac2 Texas Immunization Registry

HOME FORMS REGISTRATION USER TRAINING

Hot Topics

[HT-1](#) [HT-2](#) [HT-3](#) [HT-4](#) [HT-5](#) [HT-6](#) [HT-7](#)

ImmTrac2 Support During COVID-19 Response Posted on 03/17/2020

Due to the COVID-19 response efforts, ImmTrac2 customer support is limited.

Please email ImmTrac2@dshs.texas.gov for general ImmTrac2 application support.

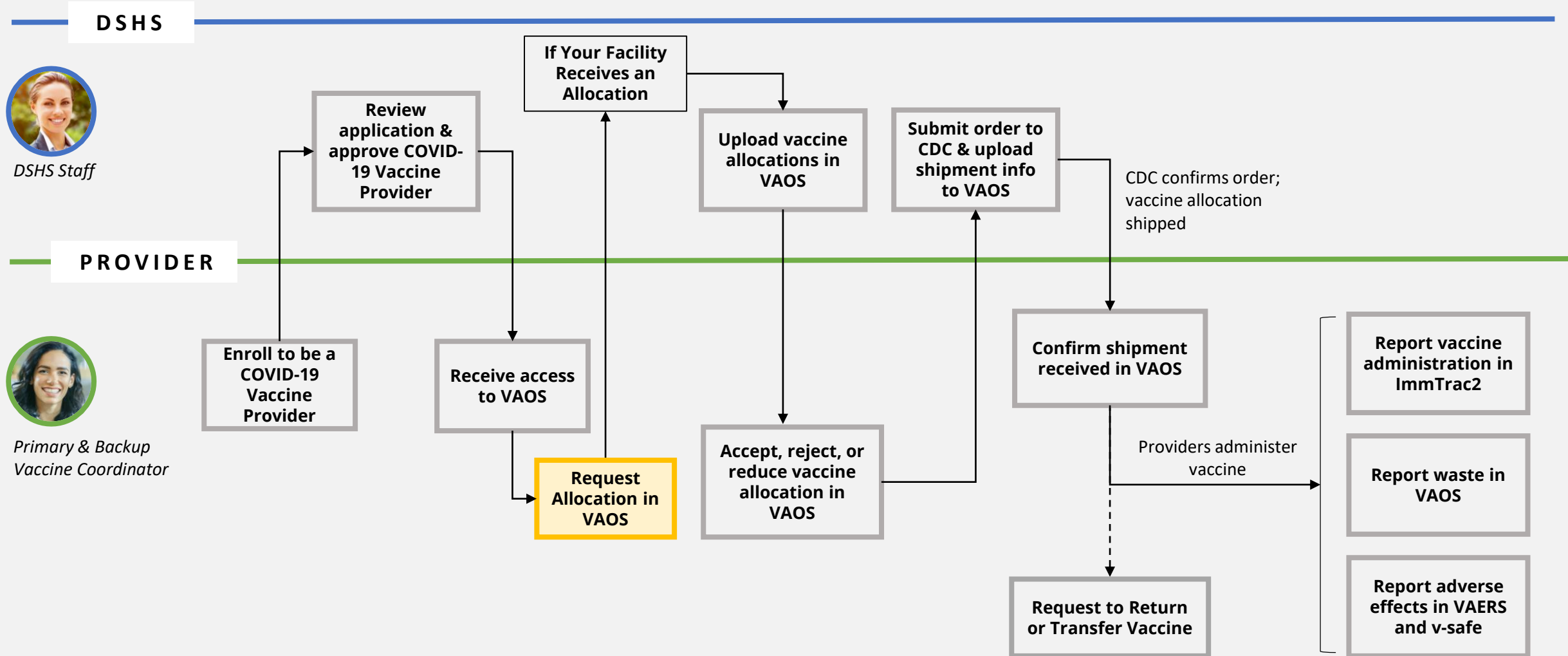
Data exchange submitters should email ImmTrac2MU@dshs.texas.gov

ImmTrac2 application and data exchange users working from home are advised and reminded to follow all HIPAA guidelines and Texas Privacy laws to protect client (PII) and immunization data (PHI).

[ImmTrac2 Quick Guide - Change Password](#)
[Immunization Unit - Home Page](#)
[Vaccine Adverse Event Reporting System \(VAERS\)](#)

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COVID-19 Vaccine Provider Milestones

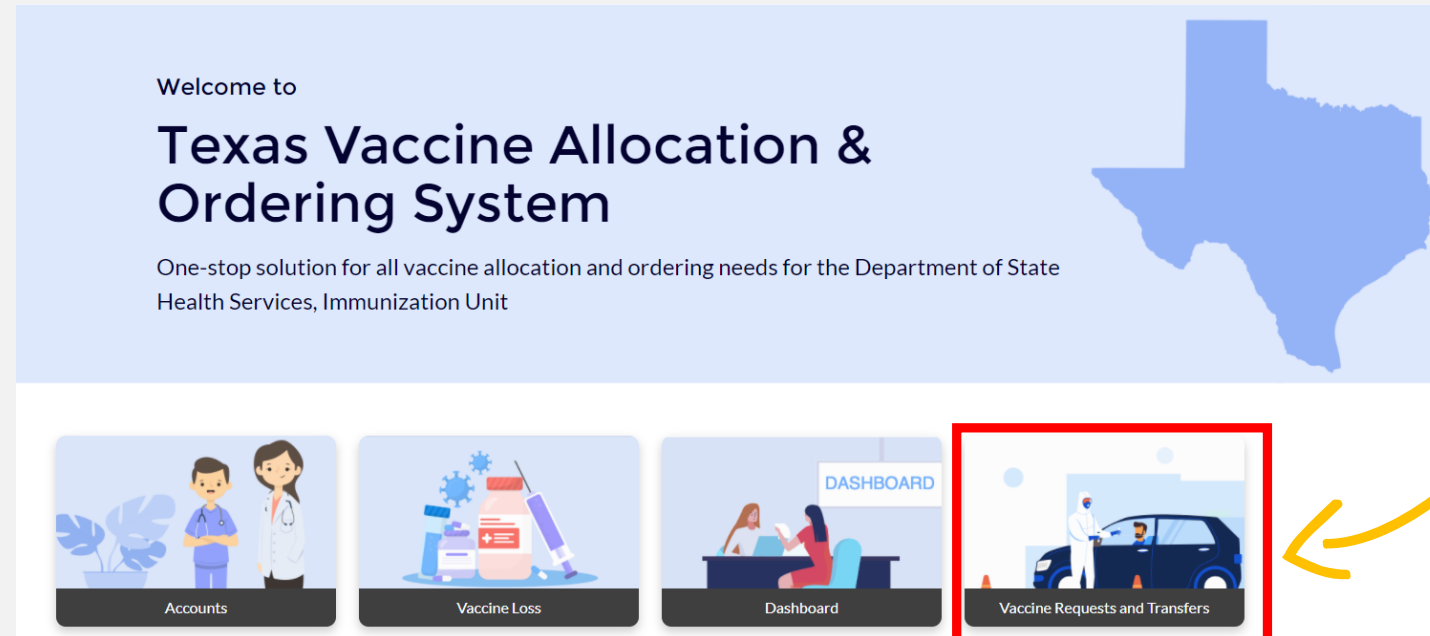


Request Allocations in VAOS

Did you know...?

Submitted allocation requests inform allocation decisions, but **do not guarantee** that you will receive an allocation for your requested doses.

When you submit an allocation request in the VAOS “Vaccine Requests and Transfers” portal, **your allocation request may not be guaranteed** based on limited supply of the vaccines.



*Submit
allocation
requests here!*

Request Allocations in VAOS



CDC Vaccine Finder

The screenshot shows a 'Service Request' form in VAOS. The form is titled 'Service Request SR-0034'. It has a section 'Information' with a warning: 'This vaccine request is not guaranteed and may not be fulfilled in its entirety. Please ensure: 1. Your facility can utilize all the vaccines you are requesting within one week; 2. Your facility has enough storage space* for the doses you request; and 3. Someone will be available to receive this shipment. * Pfizer vaccines do not require providers to have ultra-cold storage'. Below this is a section 'First Dose Allocation' with 'Created By John Doe, 1/13/2021, 1:49 PM'. The 'Facility' dropdown is set to 'TX:Test'. There are three checkboxes: 'Post my info in the CDC Vaccine Finder' (unchecked), 'I want to receive ancillary supplies' (checked), and 'Presentation' (checked). The 'Presentation' dropdown is set to 'Moderna'. There is a checkbox for 'If Pfizer, do you need dry ice?' (unchecked). The 'Number of doses requested' is set to '200'. At the bottom, there is a section 'Who do you plan to vaccinate?' with two columns: 'Available' and 'Chosen'. The 'Available' column has a list with 'Military', 'Other Population', 'Healthcare Workers', and 'Infrastructure / Essential Wor...'. The 'Chosen' column has a list with '65+', 'High Risk for COVID', and 'Longterm Care'. At the bottom right, there are 'Cancel' and 'Save' buttons.

Did you know...

When requesting allocations, providers can indicate whether they want the CDC to direct the public to their facility as a COVID-19 Vaccine Provider.

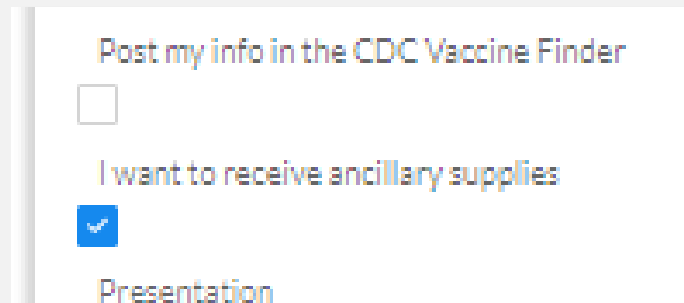
Did you know...

When submitting an allocation request, providers can opt-in to receive ancillary supplies.

Request Allocations in VAOS

Did you know...

When submitting an allocation request, providers can opt-in to receive ancillary supplies.



Post my info in the CDC Vaccine Finder

☐

I want to receive ancillary supplies

☒

Presentation

Providers can request ancillary supplies with each vaccine allocation request. Vaccine record and reminder cards can also be printed [here](#).

Ancillary Supply Kits include:



- ✓ Alcohol prep pads
- ✓ Face shields and surgical masks for vaccinators
- ✓ Needles and syringes
- ✓ Vaccine administration sheet for healthcare providers
- ✓ Vaccination record and reminder cards
- ✓ Diluent as needed, depending on vaccine presentation












Requesting Allocations in VAOS

Did you know...

Providers should only request allocations for a quantity of doses that can be administered to their patient population in a **one-week period**.

Now that Providers are requesting allocations, they **do not need to accept allocations** in VAOS.

Providers should request allocations **weekly by Thursday at 5PM CT** for allocations that can be administered in a **one-week** period.

Monday	Tuesday	Wednesday	Thursday	Friday
Week 1 Submit first dose allocation requests in VAOS by Thursday 5 PM			Deadline to submit weekly request 	
Week 2			Hub site Moderna orders delivered <i>Providers receive first dose allocation notification (Wed – Fri)</i> <i>Providers receive shipment notification (Thurs – Fri)</i> 	
Week 3 Provider Moderna orders delivered  Hub site Pfizer orders delivered	Provider Pfizer orders delivered 	Begin administering First Doses (Pfizer or Moderna) 		
Week 4 Submit allocation request for Pfizer Second Dose by Thursday 5 PM				
Week 5 Submit allocation request for Moderna Second Dose by Thursday 5 PM		<i>Providers receive second dose Pfizer allocation notification (Wed – Fri)</i>		
Week 6 Second Dose of Pfizer shipment received (Hub) 	Second Dose of Pfizer shipment received (Provider) 	Begin Pfizer Second Dose administration (Day 21) 	Second Dose of Moderna shipment received (Hub)  <i>Providers receive shipment notification (Thurs – Fri)</i> <i>Providers receive second dose Moderna allocation notification (Wed – Fri)</i>	
Week 7 Second Dose of Moderna shipment received (Provider) 		Begin Moderna Second Dose administration (Day 28) 		

Providers should **receive an email notification of their allocation between Wednesday and Friday** after they submit their allocation request.

Request Allocations in VAOS

Did you know...?

You can request allocations of the **Pfizer vaccine in 975 dose** allocations

Did you know...?

You can request allocations of the **Moderna vaccine in 100 dose** allocations



When you submit allocation requests in VAOS, you can submit requests for **dose allocations in dosage increments** based on the vaccine presentation you request.

Remember you should only request allocations for the number of doses you can use for your patient population in **a one-week period**.

Request Allocations in VAOS

Did you know...?

Only the individual who submitted the initial request for an allocation can view the service request.



Service Requests

Recently Viewed ▼

3 items

	Service Request Name
1	SR-0034
2	SR-0038
3	SR-0044



If the primary contact for a facility inputs a service request, the secondary contact at the facility cannot see it. Coordinate with your team to determine the contact inputting allocation requests.

Request Allocations in VAOS

Did you know...?

An “Exported” status in VAOS for your service request means it is currently under review.

Allocation requests are exported on Thursdays after 5PM CST for the following week – you will receive an email notification if your allocation is accepted the following week between Wednesday-Friday.

Service Request
SR-0124

Information

This vaccine request is not guaranteed and may not be fulfilled in its entirety. Please ensure:

- 1.Your facility can utilize all the vaccines you are requesting within one week;
- 2.Your facility has enough storage space* for the doses you request; and
- 3.Someone will be available to receive this shipment.

* Pfizer vaccines do not require providers to have ultra-cold storage

First Dose Allocation

Created By
[Julia Durnan](#), 1/22/2021, 4:58 PM

Facility
[Person Test](#)

Post my info in the CDC Vaccine Finder
☒

I want to receive ancillary supplies
☒

Presentation
Moderna

Willing to accept another manufacturer?
☒

If Pfizer, do you need dry ice?
☐

Number of doses requested ⓘ
200

Who you plan to vaccinate?
Phase 1A – HCW

Specify additional beneficial details ⓘ
UT Memorial












Current quantity on hand: Moderna
0

Current quantity on hand: Pfizer
0

Status
Exported

Request Allocations in VAOS

Providers should request Pfizer vaccine second dose allocations by Thursday 5pm **the week after** receiving their shipment of first doses and should request Moderna second dose allocations by Thursday 5pm **two weeks after** receiving their shipment of first doses.

Monday	Tuesday	Wednesday	Thursday	Friday
Week 1 Submit first dose allocation requests in VAOS by Thursday 5 PM			Deadline to submit weekly request 	
Week 2				Hub site Moderna orders delivered <i>Providers receive first dose allocation notification (Wed – Fri)</i> <i>Providers receive shipment notification (Thurs – Fri)</i> 
Week 3 Provider Moderna orders delivered  Hub site Pfizer orders delivered	Provider Pfizer orders delivered 	Begin administering First Doses (Pfizer or Moderna) 		
Week 4 Submit allocation request for Pfizer Second Dose by Thursday 5 PM				
Week 5 Submit allocation request for Moderna Second Dose by Thursday 5 PM				
			<i>Providers receive second dose Pfizer allocation notification (Wed – Fri)</i>	
Week 6 Second Dose of Pfizer shipment received (Hub) 	Second Dose of Pfizer shipment received (Provider) 	Begin Pfizer Second Dose administration (Day 21) 	<i>Providers receive shipment notification (Thurs – Fri)</i> <i>Providers receive second dose Moderna allocation notification (Wed – Fri)</i>	Second Dose of Moderna shipment received (Hub) 
Week 7 Second Dose of Moderna shipment received (Provider) 		Begin Moderna Second Dose administration (Day 28) 		

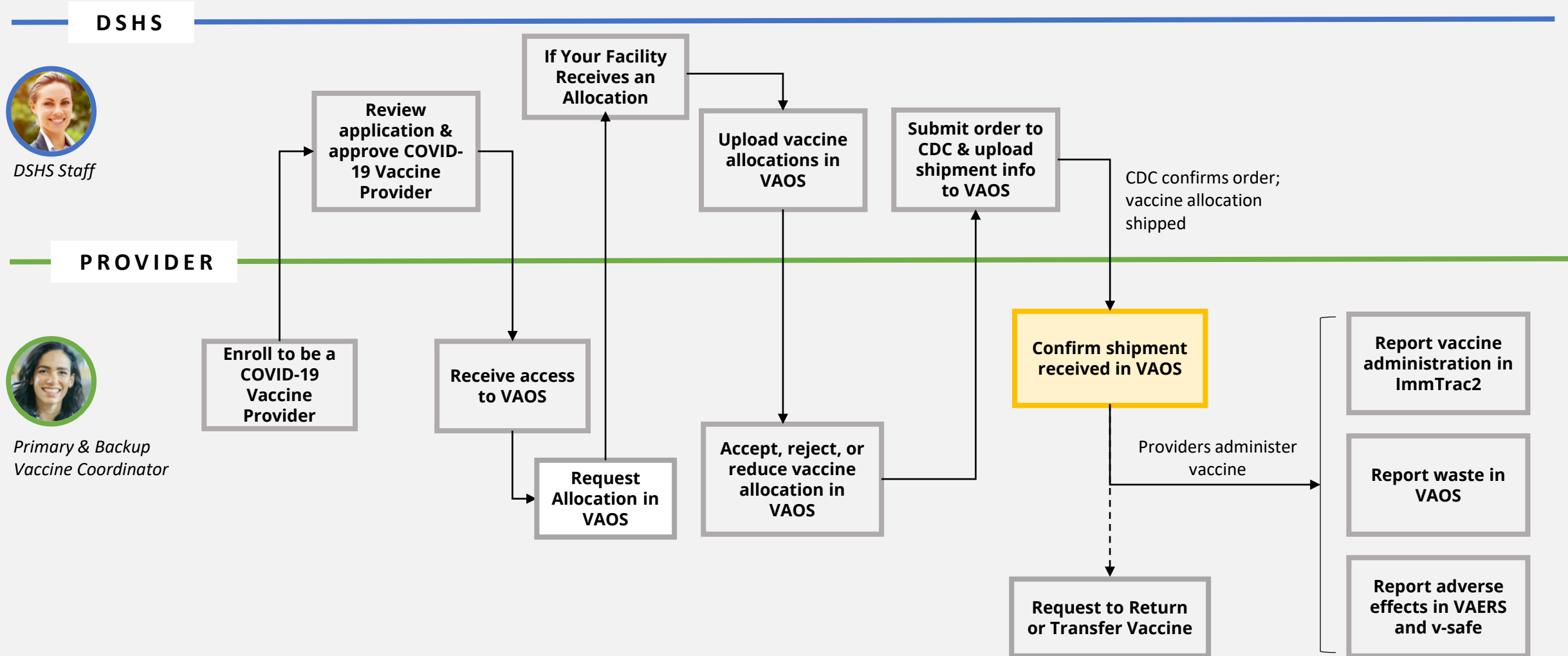
Did you know...

Beginning the week of 1/18, **Providers must request second dose allocations** in VAOS.

Providers should submit **separate allocation requests** for first and second dose allocations.

**Poll: Providers should submit
their allocation requests in
VAOS by...**

COVID-19 Vaccine Provider Milestones



Confirm Shipment in VAOS

Did you know...?

Primary & backup vaccine coordinators will receive an **email notification when a vaccine allocation ships.**

After your allocation has been accepted, wait for an **email confirming the shipment of your vaccine doses.** When your vaccine allocation ships, primary & backup vaccine coordinators will receive an email notification from noreply@salesforce.com.

Remember to **continue monitoring your mailbox and Spam folder** for the shipment notification and additional allocation notification emails.

Hello Provider,

Based on your vaccine allocation, a shipment of Pfizer 1 has been sent to your facility. Once you receive this shipment, it is very important that you go into the Texas Vaccine Allocation and Ordering System as soon as possible to confirm receipt and record any issues with your shipment. Please review the details on your shipment and instructions on the shipment process below.

Carrier: Fedex

Tracking number: FD1434254523423

Date Shipped: 11/20/2020

Confirm Shipment in VAOS

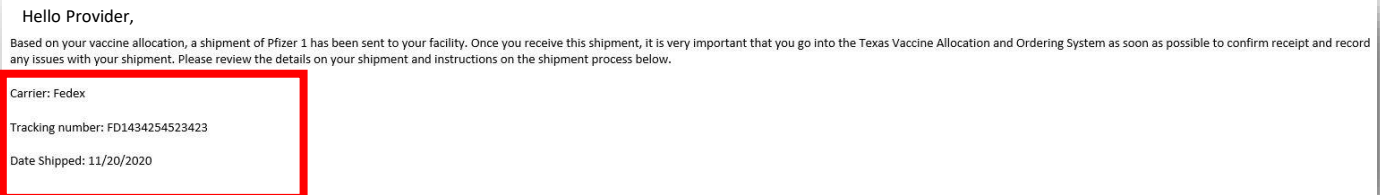
Did you know...?

When a vaccine allocation ships, you will have access to **shipment tracking information**.

Shipment information, including the shipment tracking number, will be available in two places:

1

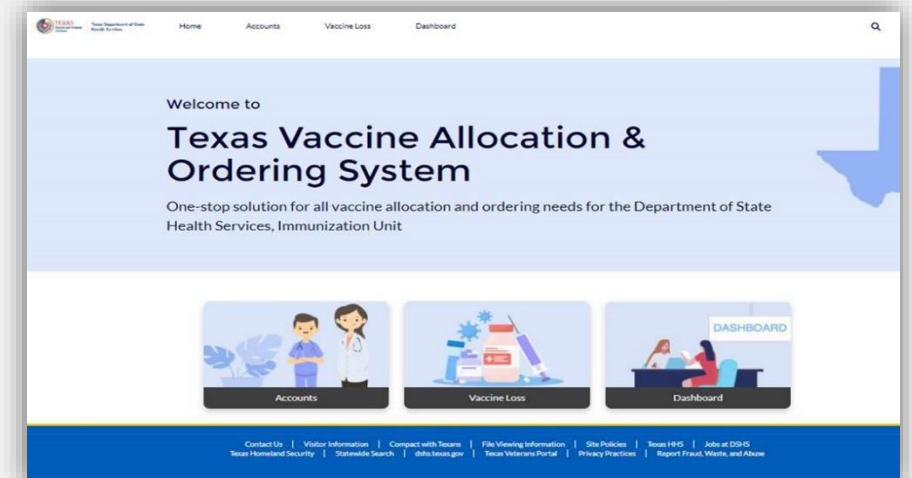
In the notification email sent to the primary & backup vaccine coordinators



2

In VAOS, shipment information is displayed on the *Shipment Details* page.

For instructions to find this tracking information, refer to the [COVID-19 VAOS – How to View Vaccine Shipment Tracking Info](#)



Confirm Shipment in VAOS

Did you know...?

You can find out whether an allocation is for **First Doses** or **Second Doses** in VAOS and from the allocation notification email.

Providers can locate whether an allocation is a first dose or second dose in the notification email or in their VAOS allocations dashboard

Dear Primary Four,

You have a **Second Dose** allocation of Pfizer 1 available to accept in the Texas Vaccine Allocation and Ordering System (VAOS) for Long Term Care Population at Haitao Pharmacy Four. This may only be part of your order for the season; if so, the remainder will be allocated as it becomes available. Please review the detailed instructions on the ordering process below.

It is very important that you go into VAOS (<https://texasvaccines.dshs.texas.gov>) as soon as possible once receiving this notification. We request that the listed amounts of COVID-19 Test vaccine that have been allocated be accepted – please do not decrease your weekly allocation unless storage capacity at your facility is an issue.

Vaccine Allocation

✓ Acknowledged Sent to VTrackS Shipped Received Reject

Allocation Number		Status	Acknowledged
Allocation Group	Moderna Week 2 1/4 Dose 2	Intimated Staff	
Event	COVID-19	Intimated Staff's Email	
Pre-booking Request		Intimated Staff's Email 2	
Vaccine	Moderna COVID-19 Vaccine	Facility Primary Contact Name	
Vaccine Name	Moderna COVID-19 Vaccine	Due Date	
NDC		Total Amount Requested	700
Facility		Formula Allocation Amount	700
Facility PIN		Total Amount Allocated	700
Fund Type		Total Amount Accepted	700
State PO Reference		Request Date	1/4/2021
Target Population	Healthcare Worker	Priority Indicator	
Pre-booking Request Line Item		Priority Reason	
Is Deleted	<input type="checkbox"/>	Version	1
Date Shipped		Intention	ADU
Immtrac Org Id		Community Facility	
Allocation Dose	Second Dose		
Created By	DSHS VaccineFeed, 1/4/2021, 4:12 PM	Last Modified By	

Confirm Shipment in VAOs

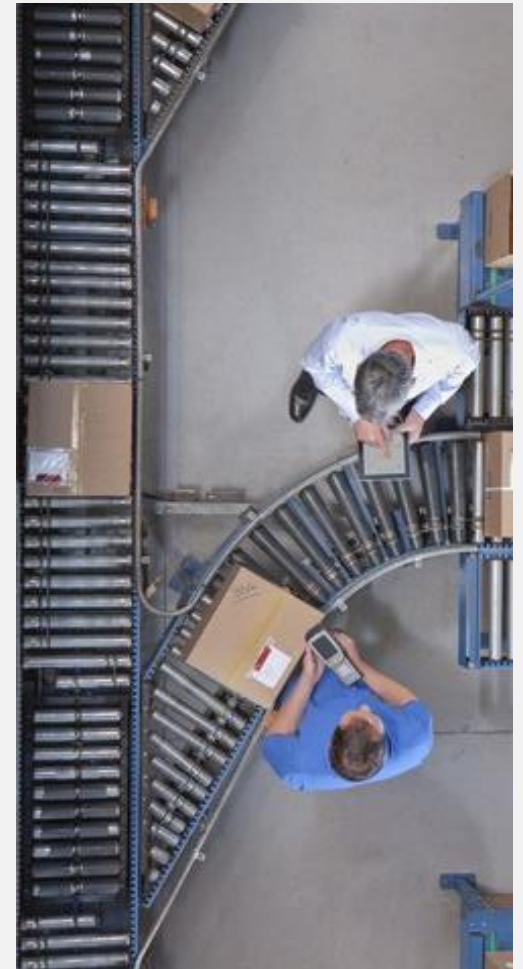
Did you know...?

When McKesson ships a vaccine allocation, they will send a notification email.

McKesson will send advance notification emails about the vaccine shipment, including the specific vaccine and quantity ordered, as well as the tracking number.

McKesson will send separate emails for each vaccine cooler (box) in the shipment, because each cooler (box) has its own unique tracking number.

These email notifications will come from CDCCustomerService@McKesson.com. **Make sure to list this address as a safe address so that these notifications do not go to a Spam folder.**



Confirm Shipment in VAOS

Did you know...?

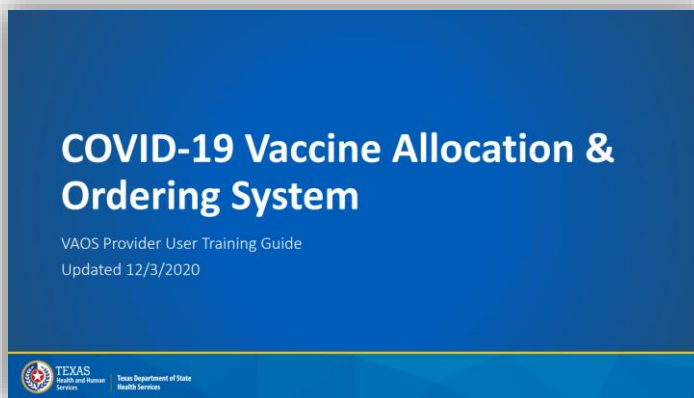
When you receive a shipment, **you must enter that you received a vaccine shipment in VAOS**

You'll need...

- **Who** received the vaccines
- **When** the vaccines were received
- **How many** vaccines received

After inspecting, you'll need to enter...

- How many vaccines **passed** inspection
- How many vaccines **failed** inspection
- **Reason** for any failure



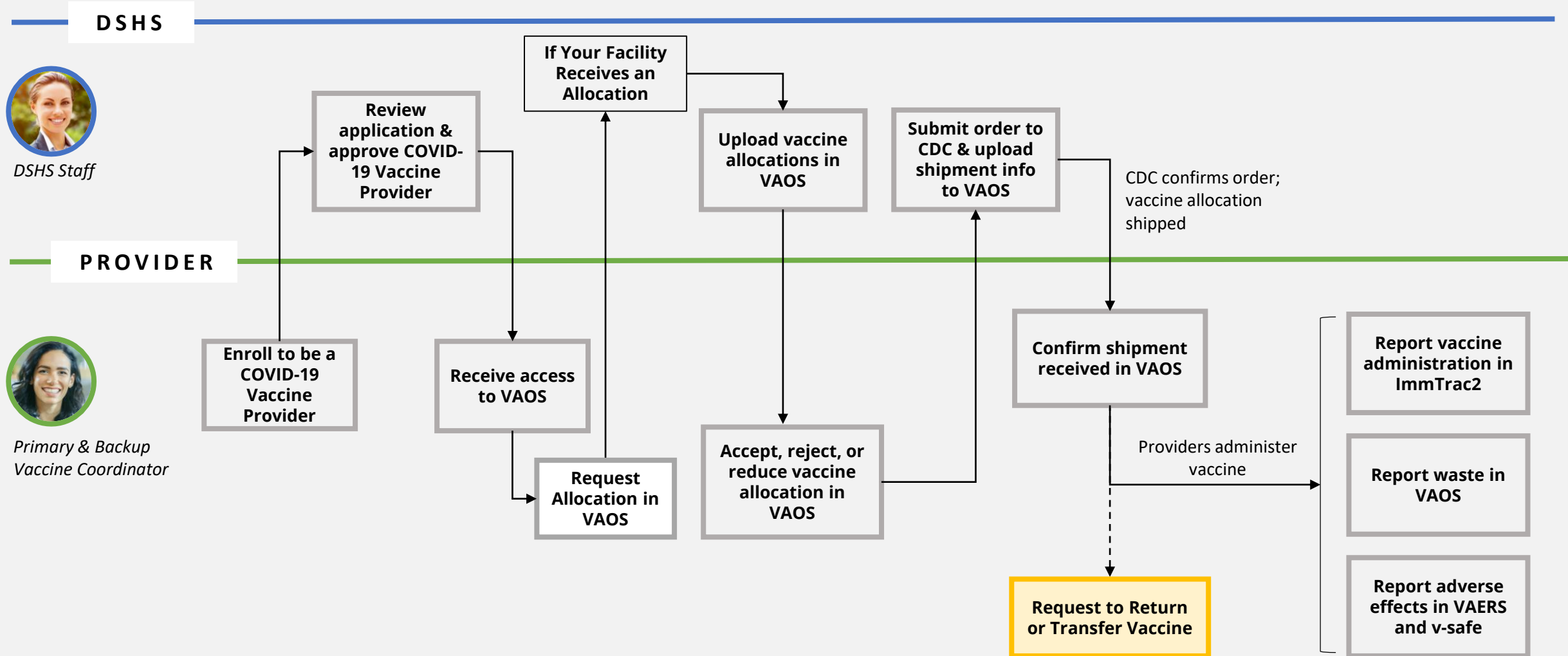
COVID-19 VAOS Provider Training Guide

You can find instructions for completing this process on the [DSHS COVID-19 Vaccine Management Resources website](#).



Confirming Shipments in VAOS instructional video

COVID-19 Vaccine Provider Milestones



Request to Transfer Vaccine

Did you know...

Vaccines can only be transferred to an **approved COVID-19 vaccine provider**.

Account Name	Haitao Pharmacy Four	Facility Status	Y
Parent Account		Account Record Type	Vaccine Ordering
Indicator	N	IIS PIN	1234567890
Source Type	Manually Entered	Original Certification Date (VFC)	10/28/2020
Provider PIN	300017	Renewal Certification Date (VFC)	10/28/2020
Immtrac OrganizationID	7436305	Site Registration Date	10/28/2020
OrgIntent	N/A	Site Agreement Date	10/28/2020

Did you know...

You can find your **organization's PIN** in VAOS on the **Account Details** page.

You'll need your Provider PIN to request a transfer, as well as the PIN of the Receiving Provider. Approved COVID-19 Providers will all have Provider PIN's.

Request to Transfer Vaccines in VAOS

Did you know...?

Only the individual who submitted the initial request for a transfer can view the service request.



Service Requests

Recently Viewed ▼

3 items

	Service Request Name
1	SR-0034
2	SR-0038
3	SR-0044



If the primary contact for a facility inputs a service request, the secondary contact at the facility cannot see it. Coordinate with your team to determine the contact inputting transfers.

Request to Transfer Vaccine

Did you know...?

Providers will need to upload and submit a completed and signed CDC Redistribution form for each transfer request.

For each request to transfer, Providers should complete and have the appropriate personnel sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**.

When you initiate a Transfer Request in VAOS, you will be able to **download the CDC Redistribution Agreement**.

Before your request can be reviewed, you will need to **upload the completed and signed form in VAOS** for DSHS to review.

CDC Supplemental COVID-19 Vaccine Redistribution Agreement



The Centers for Disease Control and Prevention (CDC) plans to ship a minimum order size of COVID-19 vaccine, constituent products, and ancillary supplies at no cost directly to enrolled COVID-19 vaccination providers throughout the United States. The federally contracted vaccine distributor uses validated shipping procedures to maintain vaccine cold chain and minimize the likelihood of vaccine loss or damage during shipment. There may be circumstances where COVID-19 vaccine needs to be redistributed beyond the identified primary CDC ship-to sites (i.e., for orders smaller than the minimum order size or for large organizations whose vaccine is shipped to a central depot and requires redistribution to additional clinic locations). In these instances, vaccination provider organizations/facilities, third-party vendors, and other vaccination providers may be allowed to redistribute vaccine, if approved by the jurisdiction's immunization program and if validated cold-chain procedures are in place in accordance with the manufacturer's instructions and CDC's guidance on COVID-19 vaccine storage and handling. There must be a signed CDC COVID-19 Vaccine Redistribution Agreement for the facility/organization conducting redistribution and a fully completed CDC COVID-19 Vaccination Provider Profile Information form (Section B of the CDC COVID-19 Vaccination Program Provider Agreement) for each receiving vaccination location.

The parties to this agreement are CDC and healthcare organizations, third-party vendors, and vaccination providers that redistribute COVID-19 vaccine. CDC cannot reimburse costs of redistribution beyond the initial designated primary CDC ship-to site(s), nor for purchase of any vaccine-specific refrigerators or qualified containers. Therefore, organizations planning for redistribution of COVID-19 vaccine must carefully assess the associated risks and costs (e.g., vaccine loss due to temperature excursions, purchase of vaccine-specific portable refrigerators and/or containers) before planning this activity.

ORGANIZATION INFORMATION			
Organization/facility name:		For official use only: VTrack ID: _____ Unique COVID-19 Organization ID (from Section A): _____	
Street:			
PRIMARY ADDRESS and CONTACT INFORMATION OF COVID-19 VACCINATION ORGANIZATION			
City:			
City:	County:	State:	ZIP:
Telephone:		Fax:	
RESPONSIBLE OFFICERS			
Medical Director (or Equivalent) Information			
Last name		First name	Middle initial
Title		Licensure (state and number)	
Telephone number:		Email:	
Address:			
Chief Executive Officer (or Chief Fiduciary) Information			
Last name		First name	Middle initial
Telephone number:		Email:	
Address:			

9/14/2020

Page 1 of 2

CDC Redistribution Agreement

Request to Return or Transfer Vaccines

Did you know...?

Transferring Providers are **responsible for costs incurred** during the transfer process, as well as for **maintaining the cold chain** throughout the transfer process.

The ***Transferring Provider*** is responsible for any costs incurred in transferring the vaccine to another provider.



Vaccine Arrival at
Provider Facility



Vaccine Storage &
Handling at
Provider Facility



*Transferring
Provider Ships or
Transports Vaccine*



Vaccine
Administration at
Receiving Provider
Facility



Transferring Provider responsible for maintaining the cold chain

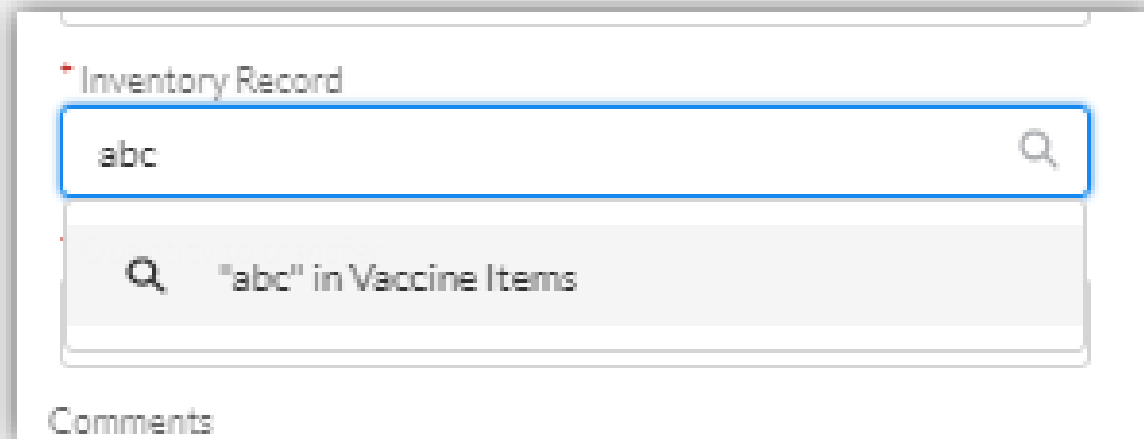
Request to Return or Transfer Vaccines

Did you know...?

You will not be able to request to transfer more doses than your facility has available under the Lot ID.



To search for the inventory record, start by typing the Lot ID in the field. The associated *Inventory Record*, if available, will appear in the search results.

A screenshot of a web application interface. At the top, there is a tab labeled "Inventory Record" with a red asterisk. Below the tab is a search input field containing the text "abc" and a magnifying glass icon on the right. Below the input field is a search results area with a magnifying glass icon and the text "abc" in Vaccine Items. At the bottom of the interface is a "Comments" section.

Inventory Record

abc

Q "abc" in Vaccine Items

Comments

You can **verify the number of doses** you have under a Lot ID by searching for the Lot ID in VAOS.



Request to Return or Transfer Vaccines

Dear Provider,

A request to transfer 100 doses of Moderna from Place 1 to Place 2 has been **approved**.

As the receiving provider, **you are responsible for supporting the coordination of the physical transfer of the approved doses to [receiving provider account name]**. You can view the relevant details of your vaccine transfer in the Texas Vaccine Allocation and Ordering System (VAOS) at <https://texasvaccines.dshs.texas.gov>. **No action is required to confirm receipt of this transfer, your inventory will be updated automatically.**

Next Steps

- Login to VAOS to view details of the transfer, which can be found under “Vaccine Shipments”
- **Begin vaccinations as soon as possible** after your facility receives your transfer of COVID-19 vaccines
- **Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours**

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](#) site.

For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact COVID19VacEnroll@dshs.texas.gov.

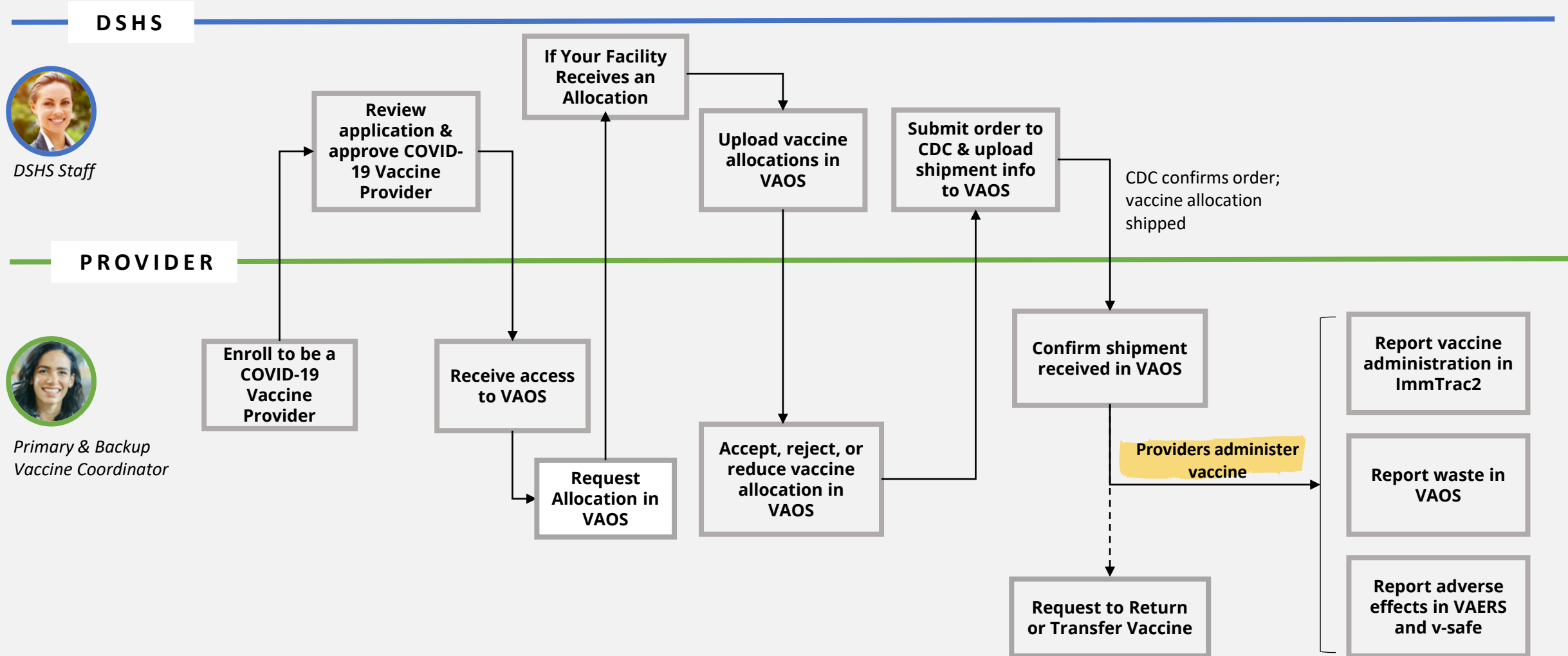
Thank you.



Did you know...?

Receiving Providers do not need to confirm receipt of the transfer in VAOS.

COVID-19 Vaccine Provider Milestones



Providers Administer COVID-19 Vaccine

Did you know...?

Do not hold back first doses of the vaccine.

Providers **do not need to “hold back”** doses from a First Dose allocation for patients' second doses. After receiving a First Dose allocation, Providers should request a Second Dose allocation in VAOS.



Providers should **begin vaccinating patients as soon as possible after receiving a vaccine shipment**, beginning with the Phase 1A target population. If there are no patients from the Phase 1A target population to administer the vaccine doses to immediately, administer to Phase 1B patients.

Did you know...?

You find and print additional **vaccination record cards**

You can find them [here](#) on the [DSHS COVID-19 Vaccine Management Resources website](#).

COVID-19 Vaccination Record Card			
Please keep this record card, which includes medical information about the vaccines you have received.			
Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.			
Last Name		First Name	MI
Date of birth		Patient number (medical record or IIS record number)	
Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 st Dose COVID-19		mm / dd / yy	
2 nd Dose COVID-19		mm / dd / yy	
Other		mm / dd / yy	
Other		mm / dd / yy	

Providers Administer COVID-19 Vaccine

Did you know...?

Use **Second Dose allocations** to provide **second doses** to patients who have already received a first dose of the COVID-19 vaccine.

Second Dose allocations should be used to provide second doses to patients who have already received their first dose.

Additional second dose vaccines **may not be available at the right time** if a Provider uses Second Dose allocations to provide first doses to patients.



When administering the vaccine, Providers should **communicate the importance of returning to receive their second dose of the COVID-19 vaccine**, including proactively reminding patients when it is time for them to return for their second dose.

Providers Administer COVID-19 Vaccine



Did you know...?

To confirm a patient's chronic medical conditions for Phase 1 vaccinations, Providers should refer to the person's medical history.

To confirm chronic medical conditions, providers should refer to the person's medical history.

If a provider doesn't have access to the person's medical history, the person can self-disclose their medical condition. They do not need to provide documents to prove that they qualify.

Providers Administer COVID-19 Vaccine

Did you know...?

There is **no residency requirement** for receiving a COVID-19 vaccine

To receive a COVID-19 vaccine, the patient **does not** have to demonstrate residency in Texas or the U.S.



You **CANNOT** charge a copay to the patient. You can bill insurance for the administration, however no person can be turned away due to inability to pay the administration fee. Vaccination providers can get this fee reimbursed by the patient's public or private insurance company or, for uninsured patients, by the [Health Resources and Services Administration's Provider Relief Fund](#).

Did you know...?

Providers cannot charge a **copay** for the COVID-19 vaccine

Providers Administer COVID-19 Vaccine

Did you know...?

Pfizer COVID-19 vaccine should be administered 21 days after the first dose. You should **schedule second dose appointments based on this 21-day interval**.

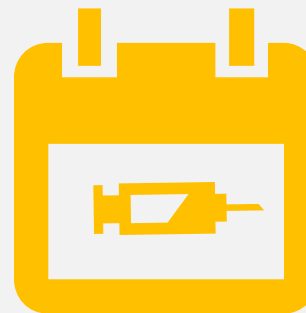
Did you know...?

Moderna COVID-19 vaccine should be administered 28 days after the first dose. You should **schedule second dose appointments based on this 28-day interval**.

You can find more information about COVID-19 vaccine administration and grace periods [here for Pfizer vaccines](#) and [here for Moderna vaccines](#).

If you are unable to administer the vaccine on the manufacturer recommended day, use the following guidance:

- Pfizer second doses administered up to 4 days before the recommended date –17 or more days after first dose—are considered valid.
- Moderna second doses administered up to 4 days before the recommended date—24 or more days after first dose—are considered valid.



Doses administered **earlier than the recommended date do not need to be repeated**.

If it is not feasible to administer the second dose in the recommended time frame, it can be administered **up to 42 days** after the first dose.

Providers Administer COVID-19 Vaccine

Did you know...?

The different presentations of the COVID-19 vaccine are **not interchangeable**.

COVID-19 vaccines are **not** interchangeable with each other or with other COVID-19 vaccine products. The safety and efficacy of a mixed-product series have not been evaluated. Both doses of the series should be completed with the same product.



Did you know...?

A patient can receive a COVID-19 vaccine after they have recovered from their infection.



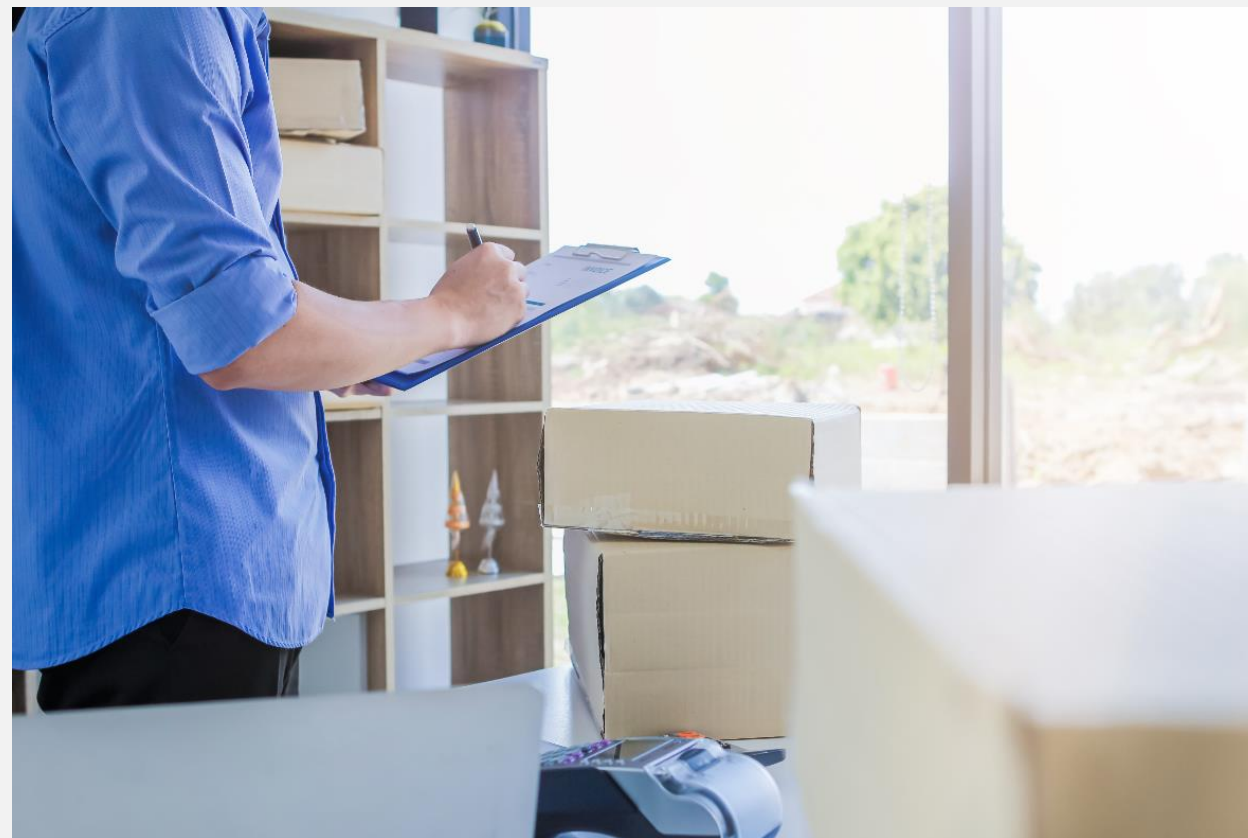
Vaccination of persons with a positive COVID infection **should be deferred** until the person has recovered from the acute illness and [criteria](#) have been met for them to discontinue isolation. This applies to patients before receiving any vaccine doses as well as those who develop SARS-CoV-2 infection **after the first dose but before receipt of the second dose**.

Providers Administer COVID-19 Vaccine

Did you know...?

Even if a provider is able to administer more doses than officially allocated, they will receive the **same number of second dose allocations** as they did for first doses.

Because of the extra doses that can be extracted from some vaccine vials, providers may be able to administer more doses than originally allocated. However, Second Dose allocations will include the **same official number of doses in the follow-up shipment** as there were in the First Dose shipment.



Providers Administer COVID-19 Vaccine

Did you know...?

Providers can offer **VaxText** as a **second dose reminder** to patients following their first COVID-19 vaccine.



VaxTextSM is a free text messaging platform that providers can offer to their patients. Patients can opt in to conveniently **receive text message reminders** to get their second dose of COVID-19 vaccine or a reminder for when they are overdue for their second dose, in English or Spanish.



The VaxTextSM text messaging service will ask vaccine recipients who participate for **basic vaccination information** so it can provide reminders based on the **correct vaccination schedule**. The patient will also receive a prompt to sign up for **v-safe**, CDC's vaccine safety monitoring system.



Patients can **text ENROLL to 1-833-VaxText (829-8398)** to opt in to VaxTextSM.



Providers Administer COVID-19 Vaccine

Did you know...?

It is State of Texas policy to retain COVID-19 administration records **for five years.**



The federal policy for record retention requires providers to retain records for 3 years.



Providers should record vaccine administration within 24 hours of administration.

Pfizer Key Resources

<u>Fact Sheet for Healthcare Providers Administering Vaccine</u>	<u>Fact Sheet for Recipients and Caregivers</u>	<u>Full EUA Prescribing Information</u>
<u>Checklist for Storage, Handling and Preparation of the Pfizer-BioNTech COVID-19 Vaccine</u>	<u>Pfizer-BioNTech COVID-19 Vaccine Shipping and Handling Guidelines</u>	<u>Dry Ice Safety Data Sheet</u>
<u>Safe Handling Guidelines for Dry Ice</u>	<u>Product Safety Data Sheet</u>	<u>Instructions for Returning Real-Time Temperature Monitor and Thermal Shipping Container</u>



Texas Department of State
Health Services

Moderna Key Resources

<u>EUA Fact Sheet and Full PI for Vaccination Providers</u>	<u>EUA Fact Sheet for Vaccine Recipients and Caregivers</u>	<u>Moderna Vaccine Dosing & Administration</u>
<u>Moderna COVID-19 Vaccine Storage and Handling</u>		<u>Look Up Vaccine Expiration Dates for Vaccination Providers</u>



Texas Department of State
Health Services

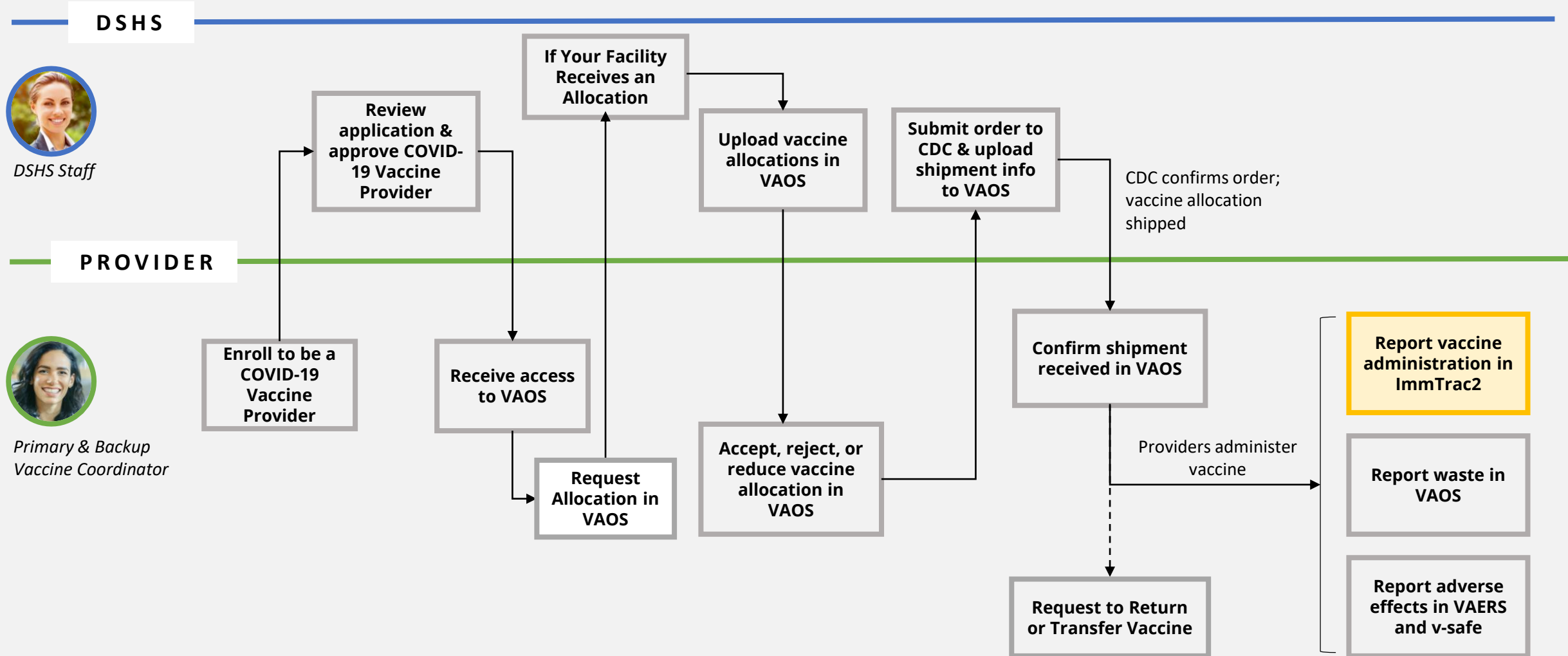
CDC & FDA Key Resources

<u>Interim Clinical Considerations for use of mRNA COVID-19 Vaccines Currently Authorized in United States</u>	<u>Interim Considerations: Preparing for the Potential Management of Anaphylaxis After COVID-19 Vaccination</u>	<u>CDC COVID-19 Vaccination Program Provider Requirements and Support</u>
<u>CDC COVID-19 Vaccine Training Modules</u>	<u>CDC COVID-19 Vaccination Toolkits</u>	<u>CDC COVID-19 Vaccination Record Card</u>
<u>FDA COVID-19 Vaccine News and Updates</u>	<u>FDA COVID-19-Related Guidance Documents for Industry, FDA Staff, and Other Stakeholders</u>	<u>FDA COVID-19 Frequently Asked Questions</u>



Texas Department of State
Health Services

COVID-19 Vaccine Provider Milestones



Report Vaccine Administration in ImmTrac2

Did you know...?

Providers should use their correct Org Code or ImmTrac2 IIS ID to report vaccine administration.

When reporting administered COVID-19 vaccines to ImmTrac2, providers must use their correct ImmTrac2 Org Code and TX IIS IDs to ensure that vaccines are accurately tracked in the COVID-19 Vaccine Data Dashboards in VAOS.



ImmTrac2 users receive their assigned Org Code(s) via email when they first get access to ImmTrac2, or when their access is modified.



Because vials may contain more than the official number of doses, **Providers may administer more doses than are officially allocated in VAOS.**

Did you know...?

If you administer more doses than officially allocated in VAOS, still **report the actual vaccinations given to patients.**

Continue to **report actual vaccine administration into ImmTrac2**, regardless of the number of doses officially allocated.

Report Vaccine Administration in ImmTrac2

Did you know...?

Providers need to report daily in both **TDEM** and **ImmTrac2**

Reporting COVID-19 Vaccines/Therapeutics in the TDEM/DSHS Portal

Facility:

Facility Identification Number:

You are receiving this email because your facility has received an allocation of vaccines and/or monoclonal antibodies for COVID-19. The State of Texas requests that you submit information through the TDEM portal provided below, in addition to current tracking in ImmTrac2.

We are aware of the increased number of reporting requirements related to vaccines and therapeutics that are asked of you, and we are doing our best to streamline the inquiries with your assistance. We really appreciate the work of our hospital partners across the state in reacting to this crisis.

If you have any issues pertaining to the system, requests, or questions, please send an email to vaccine@tdem.texas.gov

INSTRUCTIONS

LOGIN

1. Go to <https://report.tdem.texas.gov>
2. Select your facility from the dropdown list titled "Select Facility".
3. Enter your Facility Identification Number, which is listed above.

Did you know...?

The data that you report in TDEM and ImmTrac2 isn't the same.

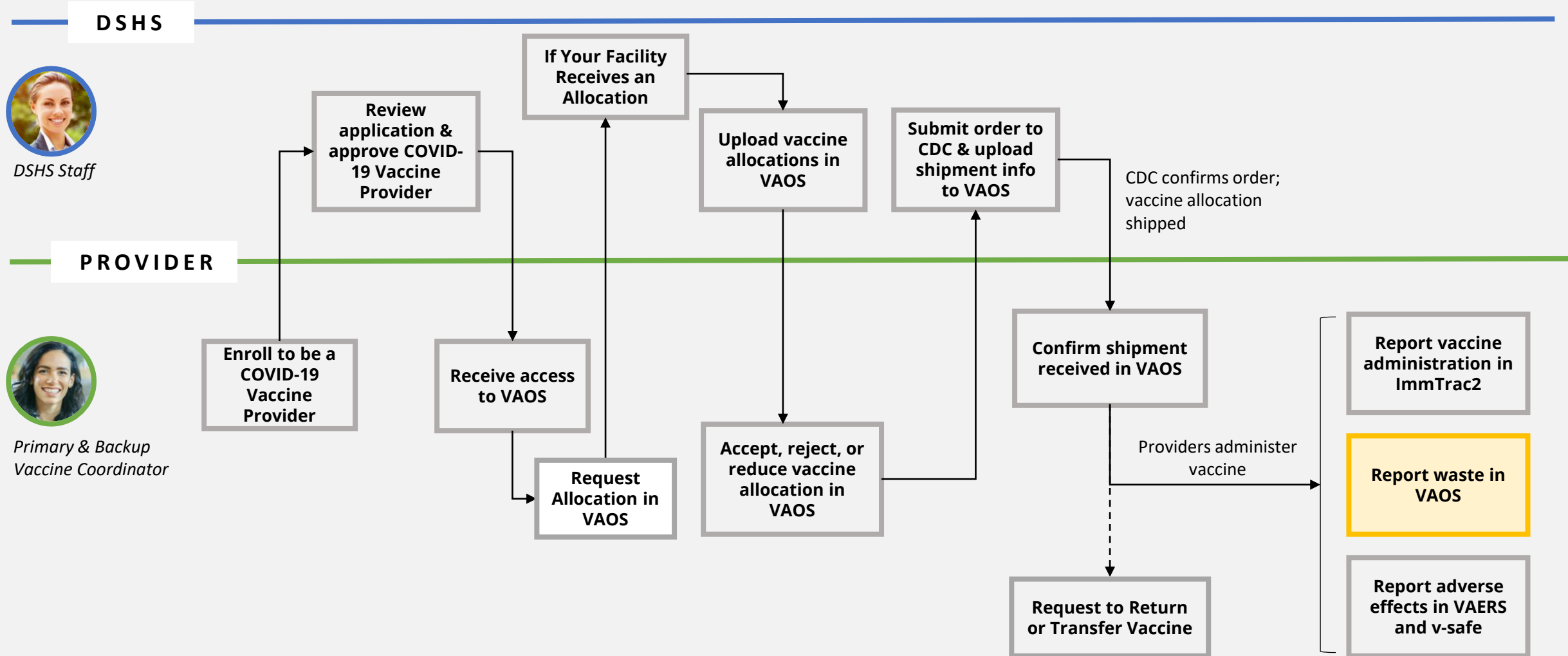
Providers must report aggregate doses administered to TDEM every day by 8AM at <https://report.tdem.texas.gov>

For questions about TDEM reporting, please contact: vaccine@tdem.texas.gov or 844-908-3927

Continue to **report actual vaccine administration and patient data** into ImmTrac2.

ImmTrac2
Texas Immunization Registry

COVID-19 Vaccine Provider Milestones



Report Waste in VAOS

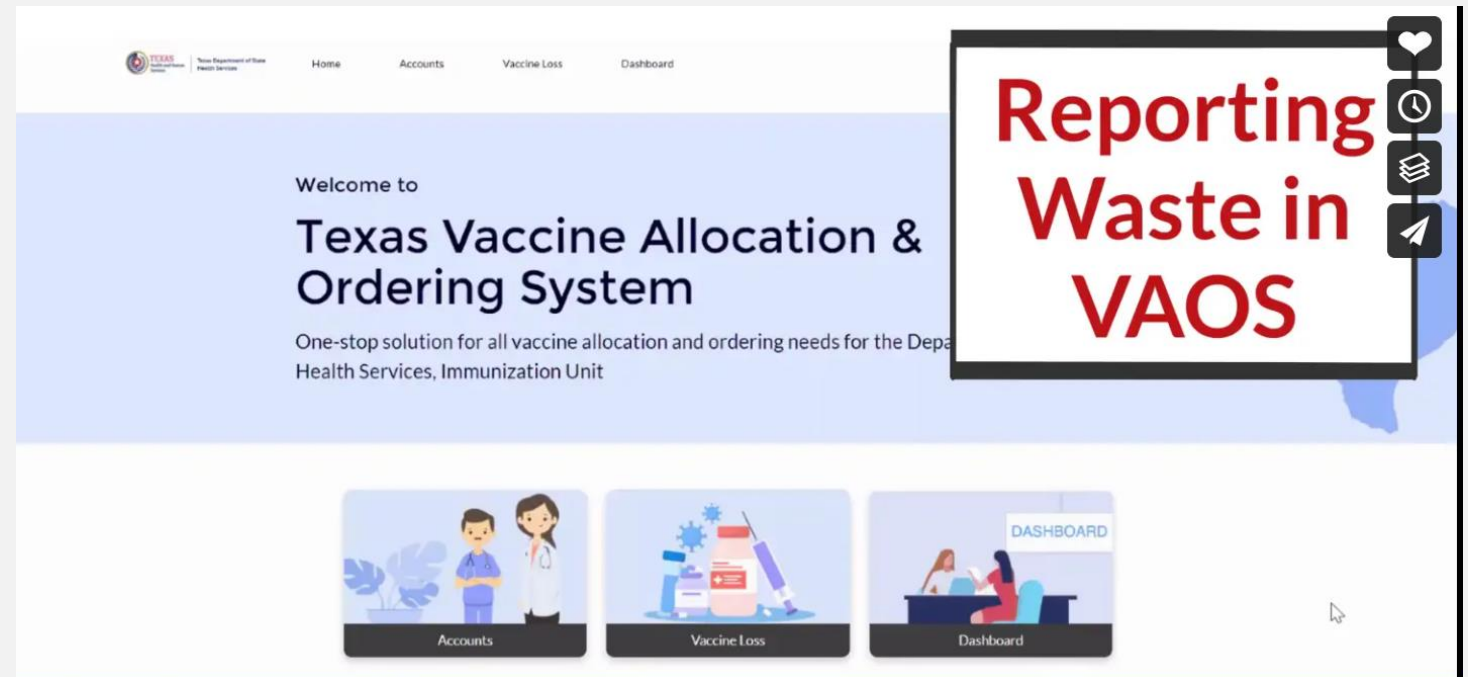
Did you know...?

Providers report **doses wasted in VAOS** and **doses administered in ImmTrac2**.

Report doses that are wasted into VAOS. This will affect the number of doses listed as on hand for your facility on the VAOS dashboard.

This does not include doses that are administered to patients. **Report all doses administered to patients in ImmTrac2.**

Want to learn more? Check out the VAOS Provider Guide and an instructional video on the [DSHS COVID-19 Vaccine Management Resources](#) site.

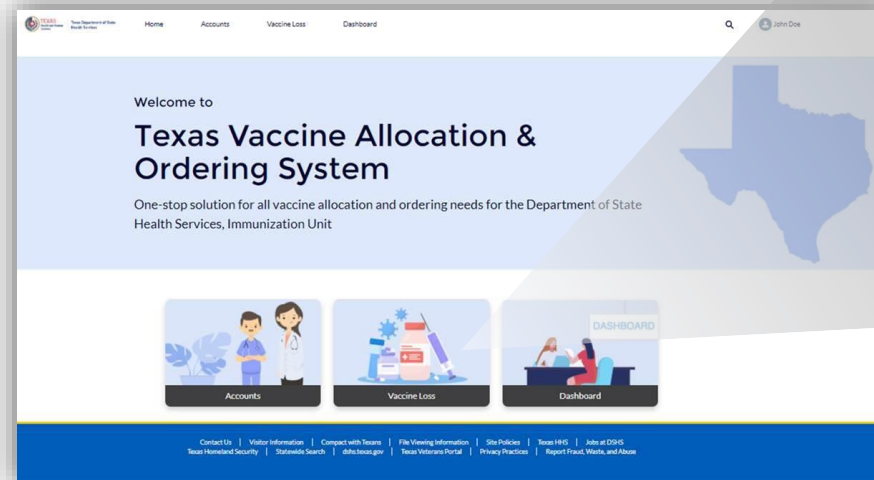


Report Waste in VAOS

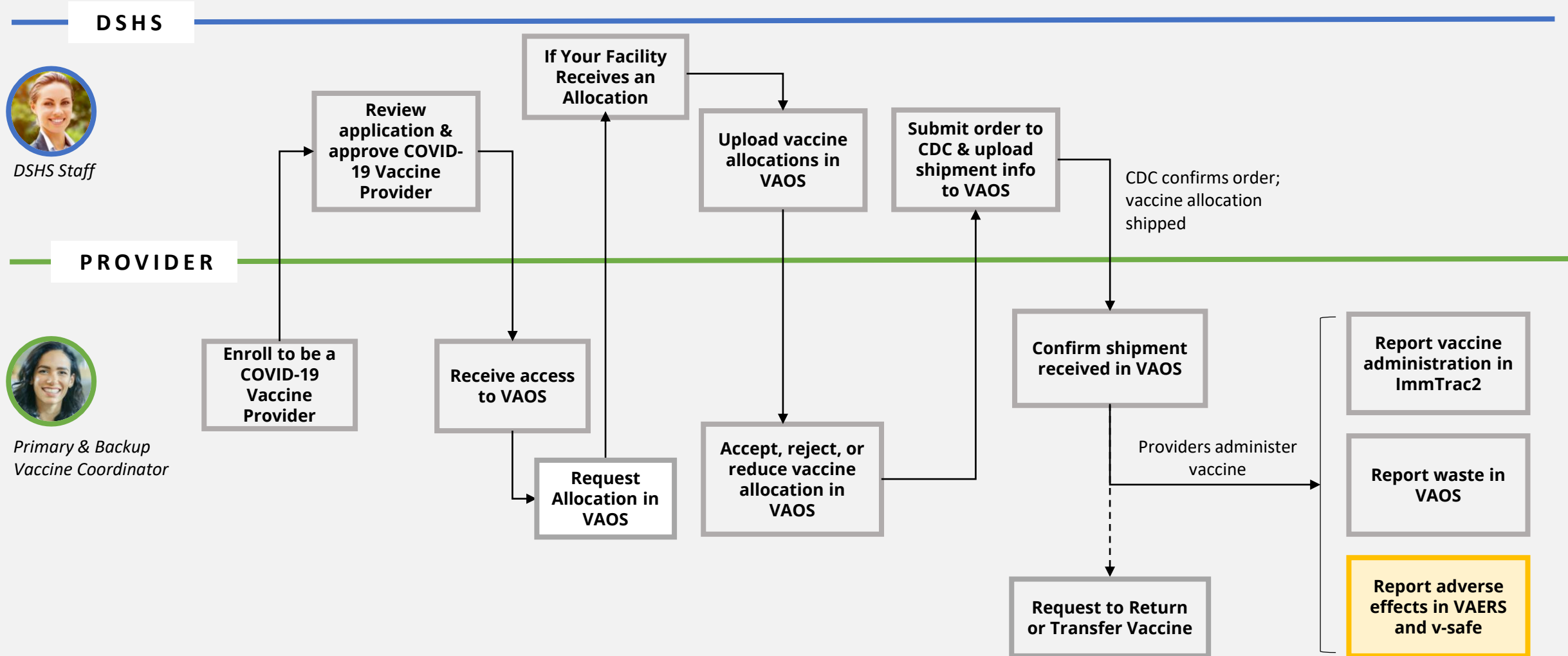
Did you know...?

You can't report more doses wasted than you've received in your allocation.

Providers should report all doses wasted in VAOS. However, you **cannot report more doses wasted than you have been allocated in VAOS.**

A screenshot of the "New Vaccine Use: Vaccine Wastage" form. The form is titled "New Vaccine Use: Vaccine Wastage" and is divided into two main sections: "Information" and "Description".
Information Section:
- Vaccine Administration Number: (empty field)
- Facility: Austin Regional Health Clinic (selected from a dropdown)
- Vaccine: VI-0000014 (selected from a dropdown)
- Status: Wastage (selected from a dropdown)
- Reason for waste: G81 - Expired vaccine (selected from a dropdown)
- Quantity Consumed: 25 (entered in a text field)
- Vaccine Item Temp: (empty field)
Description Section:
- Description: Vaccine Lot expired 11/08/2020 (entered in a text field)
- Other Reason: (empty text area)
At the bottom right of the form are three buttons: "Cancel", "Save & New", and "Save".

COVID-19 Vaccine Provider Milestones



Report Adverse Events in VAERS and v-safe

Did you know...?

If a patient experiences **adverse effects** from the vaccine, you should **report it to VAERS**.

CDC and FDA encourage anybody who experiences any problems after vaccination to report to VAERS.

- Parents
- Patients
- Healthcare Providers
- Others

Healthcare providers are required by law to report certain problems such as serious adverse events

Did you know...?

Providers should give **all vaccination patients** information on **v-safe** after administration.



VAERS

Vaccine Adverse Event
Reporting System

Co-managed by
CDC and FDA

<http://vaers.hhs.gov>



VAERS is the nation's frontline system for monitoring vaccine safety

V-safe is a smartphone-based tool that uses text messaging and web surveys to provide **personalized health check-ins** after someone receives a COVID-19 vaccination.

Vaccine recipients can quickly tell the CDC if they have any side effects. The CDC may follow up with them by phone to get more information.

V-safe will also remind them to get their second COVID-19 vaccine dose, if needed.



Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.



Report Adverse Events in VAERS and v-safe

Did you know...?

New CDC guidance says **any allergic reaction**, not only anaphylaxis, is a contraindication for receiving the second dose of vaccine.

Did you know...?

Any and all adverse effects should be reported to VAERS, even deaths.



Providers should report adverse events **any time an adverse event occurs** after vaccine administration

According to VAERS, any adverse event that occurs after the administration of a vaccine licensed in the United States, *whether it is or is not clear that a vaccine caused the adverse event*, should be reported.

Poll: Providers should request their second Pfizer allocations _____ after receiving their shipment and request their second Moderna allocations _____ after receiving their shipment.

More Info on New VAOS Features

Check it
out!

Want more information on requesting allocations and transferring or returning vaccines? Check out our [Provider User Training Guide](#) for step-by-step walkthroughs on new and existing VAOS features.



Be sure and join future webinars to learn more about the new features and how you can use them as a COVID-19 Vaccine Provider.

**Please look for invitations to
additional COVID-19 Provider
Webinars in the coming days and
weeks**



Texas Department of State
Health Services

Key Resources

COVID-19 Vaccine Resources (today's webinar, training materials, videos):

<https://www.dshs.texas.gov/coronavirus/immunize/vaccine-manage-resources.aspx>

COVID-19 Vaccine Provider Enrollment Information:

www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx

[CDC Clinical Considerations for or Use of mRNA COVID-19 Vaccines](#)

DSHS COVID-19 Vaccine Provider hotline:

(877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email:

COVID19VacEnroll@dshs.texas.gov

For questions about training materials or webinars, please email us at

COVID19VacMgmt@dshs.texas.gov



Texas Department of State
Health Services

COVID-19 Provider Support

Category	COVID-19 Vaccine Provider Enrollment, Vaccine Information, and Safety Reporting	Vaccine Allocation & Ordering System (VAOS)	COVID-19 Vaccine Distribution	Reporting for COVID-19 Vaccines	General COVID-19 Inquiries
Sample questions	<ul style="list-style-type: none"> How to become a COVID-19 Vaccine Provider In-progress applications Updating information in Provider Enrollment accounts Waste disposal/return COVID-19 vaccine safety Storage & handling Administration of vaccine Vaccine distribution Reporting adverse events to VAERS 	<ul style="list-style-type: none"> Who has access to VAOS "How to" questions about completing a task or process in VAOS VAOS or Tableau dashboards Tuesday/Thursday Provider Webinars 	<ul style="list-style-type: none"> Tracking shipments Allocations Hub requests Vaccine transfers/returns 	<ul style="list-style-type: none"> Reporting to ImmTrac2 via online web application Reporting to ImmTrac2 via data exchange Reporting to TDEM 	<ul style="list-style-type: none"> COVID-19 testing COVID-19 prevention and quarantine COVID-19 vaccine, general information When/where can I get vaccine?
Support Channel	Provider Help Desk (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: COVID19VacEnroll@dshs.texas.gov	Vaccine Management Mailbox: COVID19VacMgmt@dshs.texas.gov	Vaccine Shipments: COVID19VacShipments@dshs.texas.gov	ImmTrac2 Web app: : ImmTrac2@dshs.texas.gov Data Exchange: ImmTracMU@dshs.texas.gov TDEM/ TMD Call Center: vaccine@tdem.texas.gov	Texas 2-1-1 (Option 6) (877) 570-9779, 8 a.m. to 5 p.m., Monday through Friday Saturday 8am – 3pm, Sunday 8am – 1pm or Email: CoronaVirus@dshs.texas.gov

Thank you!

Live Q&A's